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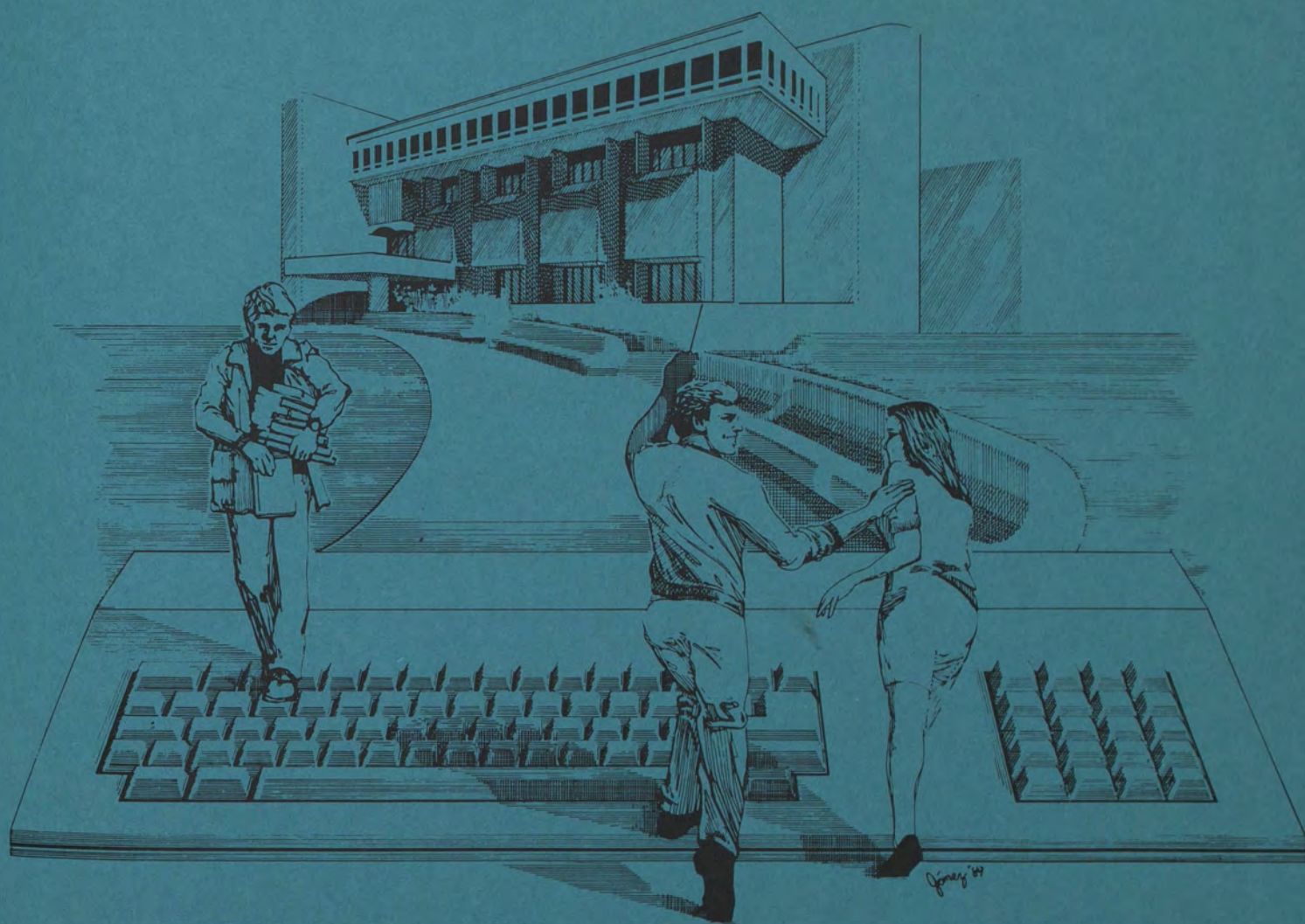
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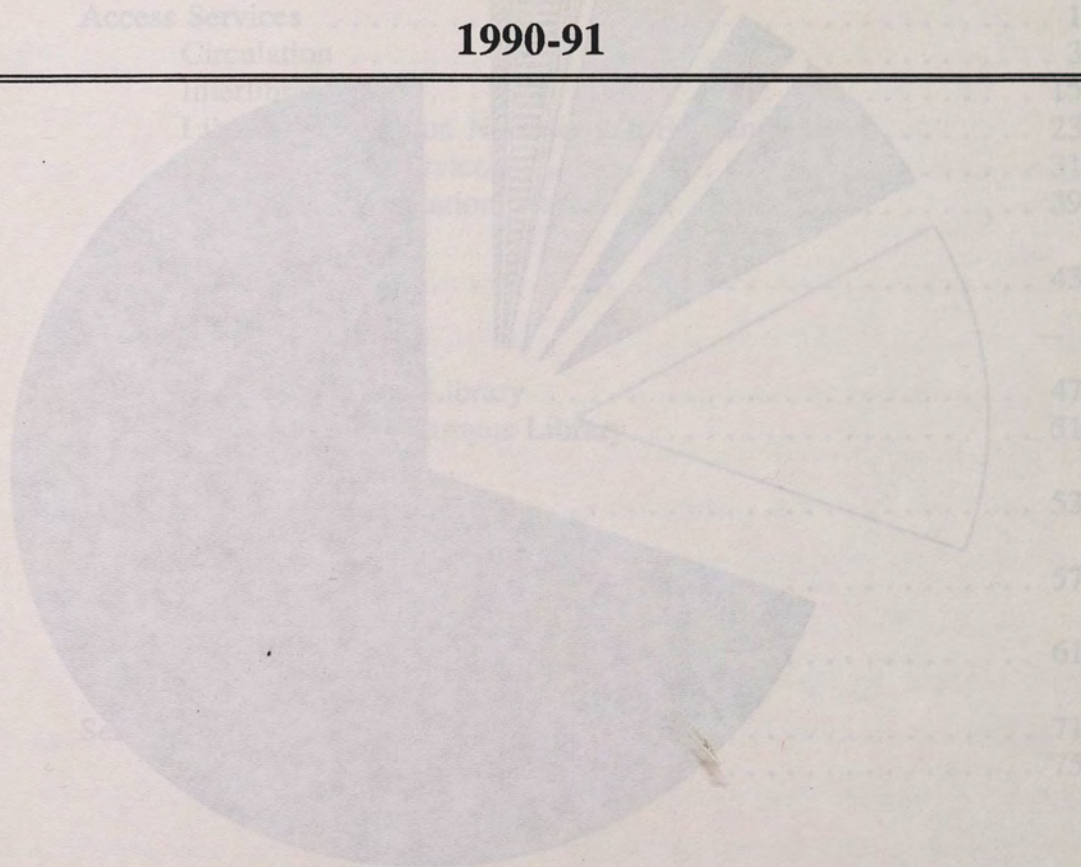
ANNUAL REPORT

1990-91



University Libraries
University of Central Florida
Orlando, Florida

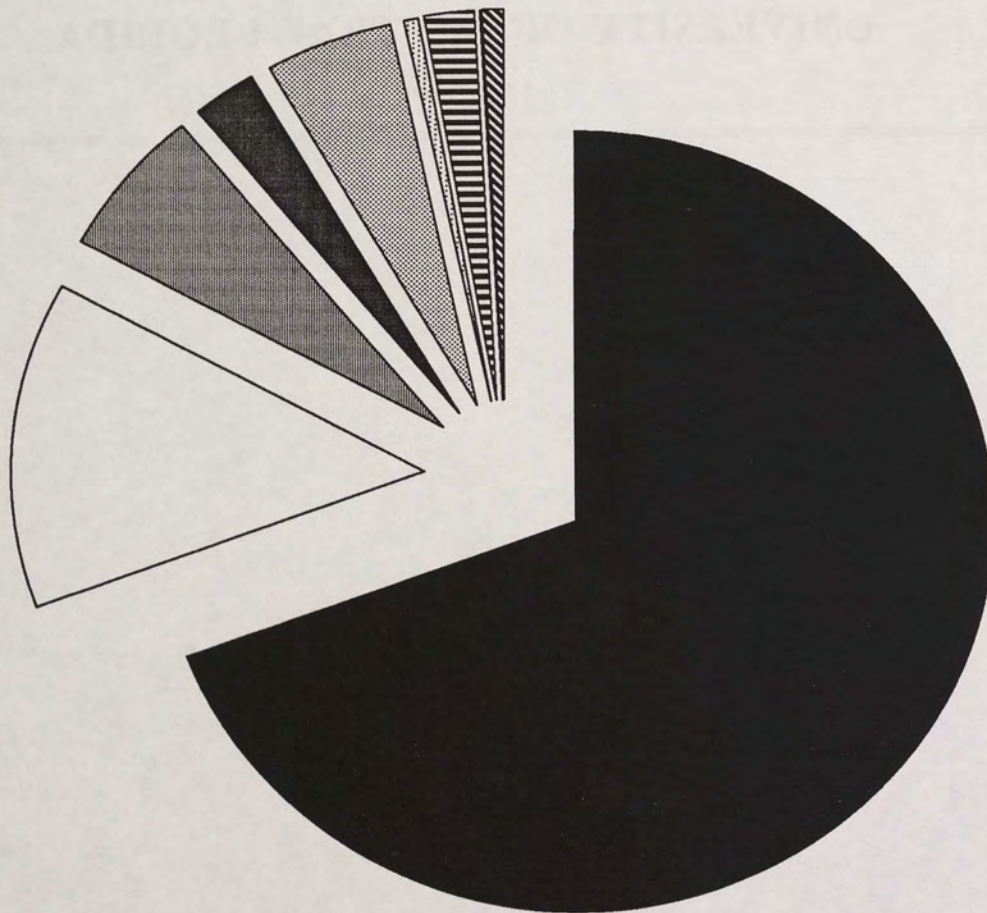
ANNUAL REPORT
UNIVERSITY LIBRARIES
UNIVERSITY OF CENTRAL FLORIDA
1990-91



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ORLANDO, FLORIDA

Circulation by Patron Type **January 1991 thru June 1991**



Undergraduate 69.56%	Graduate 13.57%	Faculty 6.22%
Staff 2.58%	Special Borrowers 5.02%	Alumnae 0.33%
Interlibrary Loan 2.03%	Binding 0.00%	Other 0.70%

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OVERVIEW

Preparation of an annual report offers a good opportunity to look back and look ahead. This year, librarians responsible for the various systems and services did this for their own areas, following a pattern of individual sections titled: *Mission Statement, Accomplishments and Progress, Personnel Changes, Problems Solved, Problems Yet to be Solved, Significant Activities, Goals, and Statistical Summary.*

The UCF Library faced almost insurmountable barriers this year but emerged "better than ever." As part of a university-wide (indeed a state-wide) financial crisis, the Library lost \$950,000 from its Book OCO funding base. However, it lost only \$750,000 in actual buying power, because the Provost was able to shift lottery funds back to the Library, making them available for the purchase of books and journals. No new subscriptions had been added since 1989. It would have required over \$75,000 to initiate the on-hand pool of new subscription requests made by faculty and the Interlibrary Loan Librarian. An additional \$45,000 would have been required to acquire the necessary retrospective files in microformat. Because of the budget situation, it was decided to protect all current subscriptions, but to defer adding any new subscriptions. Only \$608,799 was used to acquire new monographs (books): \$341,395 to pay for firm orders (titles selected individually by faculty and librarians), and \$267,404 to pay for new titles received and accepted by faculty and librarians through the approval plan. This contrasted sharply with 1989-90 when almost three times that number of new books were acquired in a year with two lottery-funded supplements, one that provided extra assistance to all nine SUS libraries, and a second that gave added support to the four rapidly-growing metropolitan universities.

In response to the budget cut, the Library first curtailed, and later eliminated the popular "Browsing Collection." It cut back on student assistant hours; opened at noon on Saturday; moved closing time from midnight to 10:00 p.m.; left positions unfilled; postponed buying equipment, including the much-needed new microform reader/printers (savings were used to buy books); and confirmed the painful decision to add *no* new subscriptions whatsoever. Folklore says that adversity often brings out the best in people and this was certainly true in the UCF

Library during 1990-91. Staff responded with attitude and performance that can only be described as "grace under pressure."

A number of landmark achievements were reached and are described in the following pages. The constrained financial environment provided a setting for enhanced faculty/librarian partnerships. By the close of the year, the groundwork had been laid for a year-long analysis and review of the entire serials collection, a healthy undertaking for any organization. The Library closed the year in a positive stance, looking forward to 1991-92. Plans include: *introduction* of journal citation databases into LUIS, the online catalog; *development* of a Library component for the University Strategic Plan, *initiation* of "first steps" in a ten-year physical facilities plan for the Library, and *recodification* of collection development policies for each discipline.

Annual reports sometimes include an "acknowledgement" page recognizing a few outstanding people. If such a page were to be part of this report it would have to name almost every member of the USPS staff, every librarian, and the more than 150 student assistants who together made a difficult and challenging year into a success.

Anne Marie Allison
Director of Libraries

ACCESS SERVICES

Janice Bain

MISSION STATEMENT

The mission of the Access Services Department is to promote and facilitate access to library and information resources within the University of Central Florida Library and those available to us through the vehicles of interlibrary loan, document delivery services and computerized bibliographic, statistical and full text databases. While the primary clientele for our services is University of Central Florida faculty, staff and students our mission also includes service, via a fee-based information service, to the Central Florida business and professional community and by extension, to the community at large.

ACCOMPLISHMENTS AND PROGRESS

The Access Services Department, comprising Circulation, Interlibrary Loan, a fee-based information service, the Library Information Network & Exchange (LINE), Online Search Services and Telephone Information Services, saw four of its five service units continuing to grow in response to information technology changes and the demands of an increased population served as well as more outreach efforts to the greater campus community and the community at large. The fifth unit, Online Search Services, has seen some of its primary service--mediated searching--yield to newer technology--CD-ROM databases which permit greater end-user searching ability but has experienced increased activity on behalf of students and faculty engaged in more extensive research. The progress and activities of each unit is described in their individual reports below.

A major activity during the year was the submission of a proposal to supply library and information services to health science practitioners in the Central Florida area via the Central Florida Area Health Education Center (AHEC). The outcome, at year's end, saw AHEC hiring their own librarian and requesting that we provide services such as document delivery and online searching during the 15 month period (August 1991-October 1992). We will do so through our existing fee-based information service, LINE. We will also explore the possibilities of applying for a National Library of Medicine Medical Library Resource Improvement Grant to bring the UCF Library medical collection up to established standards for small medical and nursing libraries.

PROBLEMS SOLVED

Space constraints have plagued the whole of Access Services for the past several years and will be ameliorated in the coming year by the planned move of the Interlibrary Loan unit to new and more spacious quarters on the third floor. Space vacated by this move will allow Telephone Information Service and the Fines and Bills Section of Circulation to move to those quarters.

PROBLEMS YET TO BE SOLVED

Loss of OPS funding and curtailment of employment of, on the average of 50% of departmental student assistants assigned to Access Services, had a severe and negative impact on turnaround time of services, hours of service, staffing of Telephone Information Service and departmental

morale in the last quarter of FY '91. With a projected enrollment of 21,600 for Fall '91, it will be a challenge to meet the needs without a full complement of student assistants.

SIGNIFICANT PROFESSIONAL ACTIVITIES

Janice Bain was elected President, Florida Chapter, Special Libraries Association for 1991-92. As President-Elect she planned and managed three one day continuing education programs conducted by the Chapter and held in various cities throughout the state during the year. She also served as Secretary to the Fee-Based Information Centers in Academic Libraries (FISCAL) Discussion Group of the Association of College and Research Libraries, American Library Association and is a member of the Library Administration and Management Association/Library Organization and Management section's Risk Management and Insurance Committee, American Library Association where she is responsible for program planning for a program on AIDS and Libraries to be held at the 1993 American Library Association Conference in New Orleans.

GOALS

Goals for the coming year include resolution of space and staffing problems; working with the Central Florida AHEC to apply for grant monies to enhance the UCF Library's medical collection and the continuation of support for the five units comprising Access Services to allow them to more easily meet the needs of their constituencies.

Investigation of provision of information services--via LINE--to an area hospitatlity management community will be investigated over the coming year in conjunction with UCF's Hospitality Management Department.

CIRCULATION

Roger Simmons

MISSION STATEMENT

To provide circulation services needed by UCF faculty, staff and students that facilitate their use of the library as it supports their teaching and research needs. To accomplish its mission, the Circulation Unit must provide prompt check-out of materials and accurate information at its service desks, maintain an accurate and current automated circulation and reserves system to record transactions, return materials to the shelves in a timely manner, maintain the collection in good order, and ensure that the building is a safe, secure, and quiet environment.

ACCOMPLISHMENTS AND PROGRESS

The year 1990-1991 will be remembered as a time when the Circulation Unit maintained high quality service to the Library's patrons despite pressures from two factors. First, the level of check-out use of the collections rose by an unprecedented 28% and foot traffic increased by 16%. Second, a series of budget impoundments, with resulting hiring freezes, reduced the number of Student Library Assistants working in the unit. This combination of increased workload and reduced staffing did not produce longer lines at the service desk nor slow the shelving turnaround time because staff responded to the challenge by greater flexibility in work assignments and extra effort in performing their duties.

Special Borrower activity also increased this year with a 44% gain over last year in the number of borrowers' cards issued. Several new categories were added, including privileges granted to alumnae who quickly became a large and active user group. Also a new type of courtesy borrower card was introduced for faculty use. A Faculty Proxy card is now issued to UCF faculty who wish to have their research assistant or other designated proxy check out materials for them.

A reciprocal borrowing agreement was negotiated and signed between UCF and Brevard Community College libraries. This is expected to benefit primarily the 1100 students enrolled in upper level and graduate courses at the UCF Center on the Brevard campus. They should also benefit from the implementation of the NOTIS circulation terminal at the Brevard library which was completed in the Fall, to be used for discharge and renewal of UCF Library's books. The long-standing, informal borrowing agreement with Embry-Riddle Aeronautical library in Daytona Beach was also formalized with a written agreement in January.

Another effect of this year's university budget restrictions that heavily impacted the Circulation Unit was the closing of Instructional Resources' videocassette lending facility. When they could no longer staff their unit which provided access to class assignments on videocassette, the library absorbed the collection into the Reserve operation. Twelve TV monitors and VCRs were installed on the Second Floor adjacent to the Reserve Desk. Videocassettes and headphones are now checked-out to patrons for use on this equipment with a two-hour reserve loan. Instructional Resources continues to own and service the equipment, but the videocassette collection is now processed along with the other course reserves. This has proved to be a high-use collection and the Reserve Desk has been a much busier operation since its installation.

Changes in the Office of Graduate Studies also brought a new responsibility to the Circulation unit. The Faculty Research Study Rooms are now allocated and assigned to faculty by the Circulation Librarian in consultation with a faculty senate committee. Issuing keys and monitoring use of the rooms has long been the task of Circulation.

The increased amount of book use was reflected in a heavier shelving workload, an increase of 7% over last year. This percentage figure would have been larger except that far fewer new books were shelved this year following the sharp reduction in book purchases resulting from the budget impoundment. The Stacks unit was affected more than most by the periodic hiring freezes this year. The unit always experiences a high rate of turnover due to the nature of the work, and the inability to replace workers who had quit resulted in lengthy periods of understaffing at several points throughout the year. Careful management of the available student assistants and hard work on the part of both staff and student supervisors was the formula that successfully maintained shelving schedules and floor pick-ups.

For the second year running, the Library Patrol was given a commendation by the Campus Police during Crime Prevention Week ceremonies. The award cites their good work in maintaining the Library as a safe and secure environment. The Patrol deserves praise for their effectiveness in another area: library noise. In spite of the increases in use, very few complaints about noise were received. Two man patrols at busy times, and the identifiable blue polo shirts, seem to have made an impact on an intractable problem.

In August, Stacks staff completed one of the largest and most complex shelf moving projects ever undertaken by the unit. The task was to remove reference and circulation shelving ranges on the Second Floor while old carpet was removed and replaced. This was accomplished with the use of the newly-purchased stack moving machine. Under the direction of the Circulation Librarian, shelving was jacked-up and rolled to one area of the floor while carpet installers worked in the cleared space, then the shelving was replaced on the new carpet. In spite of delays in the delivery of the new carpet, the project was completed in two, ready for the beginning of Fall Semester. A paging and circulation charging function operated on the First Floor of the Library, minimizing disruption to faculty, staff and students seeking materials.

PERSONNEL CHANGES

Chuck Waugh joined the Circulation staff as Night Supervisor in July 1990. Mr. Waugh brings useful familiarity with the campus and the Library as a former student and employee in the Admissions Department.

Gloria Shelton returned to work from medical leave in September and resumed her duties as Reserves Clerk.

Pete Beasley notified the Library that he will resign his position as Fines and Bills Clerk effective July 2, 1991.

PROBLEMS SOLVED

The crowded conditions of the Circulation Office that is shared by Reserves, Fines and Bills, and the Desk Supervisors will shortly be relieved. When plans to move the Interlibrary Loan unit

to new quarters on the Third Floor were announced, it was proposed that the Fines and Bills operation be moved into ILL's old quarters adjacent to the Access Services Office. This move should be accomplished Fall 1991.

Responding to requests for erecting new shelving ranges has been difficult because of the variety of styles and colors of the spare parts housed in the storage room. A complete inventory was taken and recorded online during the year. We now maintain a current inventory of parts which can be used for space planning and ordering new parts.

PROBLEMS YET TO BE SOLVED

The demand for use of Study Rooms by our patrons reached an all-time high this year. This has reinforced our desire to provide access to the rooms as equitably as possible, following a policy of two-hour loans with no renewals. The majority of our patrons accept and follow our rules, but there is a persistent small core of users who attempt to monopolize the rooms for longer periods. We continue to seek better methods for announcing our rules and for penalizing those patrons who habitually violate them.

SIGNIFICANT PROFESSIONAL ACTIVITIES

GOALS

NOTIS has promised that the capability to print social security numbers on fine bills will be available soon. This will save considerable amounts of time now spent in looking up these numbers and writing them on two copies of each bill.

FCLA staff have developed software for Circulation operations backup using a PC when NOTIS is inoperative. We hope to install this software shortly.

STATISTICAL SUMMARY

Total items circulated this year increased by an astounding 28%, from 205,774 to 264,180. Reserve circulation jumped by 53%, fueled partly by the heavy use of the new video cassette collection. Group Study Room use showed a similar large increase of 40% over last year. Most significant was the General Collection's use which rose 24%. These figures reflect the University's increased enrollment and a resulting increase in library visits of 16%; with 1,163,507 patrons using the Library during the year.

Shelving increased by 7%, a figure lower than might be expected considering the increase in book circulation. The discrepancy can be accounted for by the large decrease in new books to be shelved.

The number of overdue notices sent did not increase at the same rate (15%) as the increased use of the collection. Fine and book bills did increase significantly (51%) over last year, reflecting a stricter enforcement of our circulation rules. Detailed statistical tables follow.

TABLE 1

CIRCULATION 1990-91

MONTH	GENERAL	RESERVE	STUDY ROOMS	1990-91 TOTAL	1989-90 TOTAL	PERCENT CHANGE
July	9,468	3,173	1,432	14,073	12,488	12.69%
August	6,880	1,690	565	9,135	9,318	-1.96%
September	16,283	6,365	2,868	25,516	15,392	65.77%
October	22,057	6,186	3,549	31,792	25,964	22.45%
November	19,263	5,770	2,699	27,732	22,217	24.82%
December	7,127	2,467	1,366	10,960	10,273	6.69%
January	16,395	6,311	1,685	24,391	14,794	64.87%
February	17,635	9,246	3,389	30,270	21,131	43.25%
March	19,786	7,372	2,470	29,628	22,410	32.21%
April	18,749	9,608	3,697	32,054	24,780	29.35%
May	9,304	2,644	908	12,856	11,129	15.52%
June	10,028	4,529	1,216	15,773	15,878	-0.66%
TOTAL	172,975	65,361	25,844	264,180	205,774	28.38%

TABLE 2

CIRCULATION: GENERAL COLLECTION

MONTH	1989-90	1990-91	PERCENT CHANGE
July	8,719	9,468	8.59%
August	8,800	6,880	-21.82%
September	7,712	16,283	111.14%
October	17,719	22,057	24.48%
November	15,771	19,263	22.14%
December	6,166	7,127	15.59%
January	11,906	16,395	37.70%
February	12,595	17,635	40.02%
March	15,774	19,786	25.43%
April	15,746	18,749	19.07%
May	7,704	9,304	20.77%
June	10,751	10,028	-6.72%
<hr/>			
TOTAL	139,363	172,975	24.12%

TABLE 3

CIRCULATION: RESERVES

MONTH	1989-90	1990-91	PERCENT CHANGE
July	2,244	3,173	41.40%
August	231	1,690	631.60%
September	7,083	6,365	-10.14%
October	2,131	6,186	190.29%
November	4,166	5,770	38.50%
December	2,763	2,467	-10.71%
January	2,888	6,311	118.52%
February	5,463	9,246	69.25%
March	4,173	7,372	76.66%
April	5,723	9,608	67.88%
May	2,347	2,644	12.65%
June	3,376	4,529	34.15%
<hr/>			
TOTAL	42,588	65,361	53.47%

TABLE 4

CIRCULATION: STUDY ROOMS

MONTH	1989-90	1990-91	PERCENT CHANGE
July	1,525	1,432	-6.10%
August	278	565	103.24%
September	597	2,868	380.40%
October	6,114	3,549	-41.95%
November	2,280	2,699	18.38%
December	1,344	1,366	1.64%
January	1,294	1,685	30.22%
February	3,073	3,389	10.28%
March	2,463	2,470	0.28%
April	3,311	3,697	11.66%
May	1,078	908	-15.77%
June	1,751	1,216	-30.55%
<hr/>			
TOTAL	25,108	25,844	2.93%

TABLE 5

LIBRARY USAGE: FOOT COUNT

MONTH	1989-90	1990-91	PERCENT CHANGE
July	54,791	74,952	36.80%
August	65,198	53,630	-17.74%
September	117,000	152,743	30.55%
October	99,993	124,921	24.93%
November	75,606	107,529	42.22%
December	57,125	57,830	1.23%
January	84,500	105,059	24.33%
February	117,031	132,637	13.33%
March	91,825	103,015	12.19%
April	119,278	152,856	28.15%
May	57,018	41,167	-27.80%
June	64,658	57,168	-11.58%
<hr/>			
TOTAL	1,004,023	1,163,507	15.88%

TABLE 6

VOLUMES SHELVED

MONTH	1989-90	1990-91	PERCENT CHANGE
July	13,472	17,369	28.93%
August	13,611	13,116	-3.64%
September	19,271	19,141	-0.67%
October	27,760	29,388	5.86%
November	31,905	33,621	5.38%
December	25,310	26,125	3.22%
January	18,932	20,283	7.14%
February	23,129	25,538	10.42%
March	24,903	28,063	12.69%
April	30,838	34,387	11.51%
May	20,331	21,499	5.74%
June	17,052	16,219	-4.89%
<hr/>			
TOTAL	266,514	284,749	6.84%

TABLE 7

NOTICE ACTIVITY

MONTH	OVERDUES			FINE BILLS			BOOK BILLS		
	1989-90	1990-91	% CHANGE	1989-90	1990-91	% CHANGE	1989-90	1990-91	% CHANGE
July	499	499	0.00%	112	398	255.36%	158	104	-34.18%
August	564	463	-17.91%	238	705	196.22%	19	142	647.37%
September	472	502	6.36%	327	550	68.20%	19	103	442.11%
October	708	1,019	43.93%	779	873	12.07%	101	49	-51.49%
November	1,061	1,473	38.83%	1,235	1,165	-5.67%	36	151	319.44%
December	621	899	44.77%	350	950	171.43%	28	218	678.57%
January	836	986	17.94%	300	800	166.67%	83	170	104.82%
February	453	629	38.85%	290	823	183.79%	25	109	336.00%
March	933	1,160	24.33%	1,114	1,033	-7.27%	50	32	-36.00%
April	884	1,135	28.39%	947	1,740	83.74%	42	47	11.90%
May	1,035	740	-28.50%	668	752	12.57%	51	22	-56.86%
June	565	447	-20.88%	515	350	-32.04%	31	53	70.97%
TOTAL	8,631	9,952	15.31%	6,875	10,139	47.48%	643	1,200	86.63%

TABLE 8

SPECIAL BORROWERS: GOLD CARDS ISSUED

ISSUED TO	1989-90	1990-91	PERCENT CHANGE
FACULTY/STAFF/STUDENTS OF ANY SUS INSTITUTION	221	224	1%
FACULTY/STAFF/STUDENTS EMBRY-RIDDLE UNIV.	7	19	171%
FLORIDA SOLAR ENERGY CENTER (FSEC) EMPLOYEES	1	1	0%
FACULTY/STAFF/STUDENTS OF ROLLINS COLLEGE	115	104	-10%
FACULTY/STAFF/STUDENTS OF FLORIDA INSTITUTE OF TECHNOLOGY (FIT)	4	54	1250%
FACULTY/STAFF OF ANY FLORIDA COMMUNITY COLLEGE	26	40	54%
FACULTY/STAFF/STUDENTS BREVARD COMMUNITY COLLEGE	3	21	600%
ADJUNCT/VISITING PROFESSORS	26	18	-31%
VISITING/EXCHANGE SCHOLARS	5	4	-20%
PARTICIPANTS OF ORLANDO-BASED INSTITUTES, CONFERENCES, OR COURSES SPONSORED OR CONDUCTED BY UCF OR OTHER SUS INSTITUTIONS	47	27	-43%
PARTICIPANTS IN OFF-CAMPUS COURSES (INCLUDES SENIOR CITIZENS AUDITING UCF CLASSES)	66	125	89%
ROTC OFFICERS	0	0	
SENIOR CITIZENS AUDITING UCF CLASSES	2	6	200%
SPOUSES AND DEPENDENTS OF UCF FACULTY/STAFF	7	14	100%
UCF CONTRACT EMPLOYEES	1	7	600%
UCF RETIREES, FACULTY EMERITUS, RETIRED SUS FACULTY	3	5	67%
MASTERS AND PH.D CANDIDATES OF UCF OR SUS	6	2	-67%
FEE-WAIVED STATE EMPLOYEES	6	10	67%
OTHERS OF SPECIAL PERMISSION	22	50	127%
MEMBERS OF UCF ALUMNI ASSOCIATION	0	86	
FACULTY EMERITUS: OTHER UNIVERSITIES	0	1	
TOTAL	568	818	44%

INTERLIBRARY LOAN

Cheryl Walters

MISSION STATEMENT

The Interlibrary Loan (ILL) Office supplements the UCF Library's resources by obtaining research materials from other libraries for the use of UCF faculty, staff and students. As a result of various reciprocal agreements with other libraries, many books and articles can be borrowed free of charge, with an average turnaround time of two to three weeks.

ACCOMPLISHMENTS AND PROGRESS

Interlibrary Loan's workload continued to increase this year with borrowing requests up 34% (largely due to increased journal requests received as a result of use of indexes on CD-ROM and increases in graduate and faculty research). Lending requests were up 22% and intercampus requests increased by 14%. Increases in intercampus lending were primarily from the Daytona Beach and Florida Solar Energy Center locations. Despite the increases, we improved our fill rate of borrowing requests to 93% compared to 87% last year and kept our lending rate at 56%, about the same as the last two years. While we were able to maintain our turnaround time for article requests at 12.8 days, book requests took longer to fill this year with an average turnaround time of 16.4 days compared to 12.8 days last year.

To give us expanded access to journal articles, we have joined Copyright Clearance Center (CCC) this Summer. CCC membership will allow us to pay royalties when we reach our copyright limits for journals.

ILL's [blue] periodical request form was redesigned with provision for ordering full-text online retrieval of articles. The intercampus book loan form was redesigned, yielding more information about the patron's status.

A procedure was established for fast delivery of materials held at the area campuses with a turnaround time of between three-five days.

PERSONNEL CHANGES

Last Fall, eight hours of another Librarian's time was added to ILL. Vicki Hamaker was trained to verify citations, assign locations and troubleshoot borrowing requests. Her assistance was a significant factor in keeping article turnaround time to 12.8 days in the face of a 34% rise in borrowing activity.

A position description was drawn up for another LTA position in the borrowing operation to be added to ILL in July 1991.

PROBLEMS SOLVED

In a cost-cutting measure last year, the Library exchanged its dedicated hookup to RLIN (located on the 5th floor) for dial-up access using a PC in the Interlibrary Loan Office. Closer access to

RLIN has made it easier to clarify problem borrowing requests.

The addition of more librarian hours to ILL helped us keep up with the rising borrowing volume.

Another OCLC workstation was obtained to alleviate the competition for OCLC access. Due to space constraints, we will not be able to set up this workstation until our move to a larger room in the Fall.

PROBLEMS YET TO BE SOLVED

Space continued to be a problem this year as we attempted to accomodate more staff and patrons in an already overcrowded office. Our planned move to larger quarters in the former Music Room (Third Floor) in August should alleviate our overcrowding.

Increasing use of telefacsimile transmission to fill both borrowing and lending requests has become a burden on ILL staff who now need to use equipment located in the Access Services Office and fill out three logs for each transaction sent. ILL needs to (and has plans to) acquire its own fax machine and investigate the elimination of some of the recordkeeping that presently causes this process to be so time consuming.

SIGNIFICANT PROFESSIONAL ACTIVITIES

Cheryl Walters chaired the Central Florida Library Consortium (CFLC) ILL Task Force which created the policies and procedures for Interlibrary Loan service in the Central Florida area. CFLC began Interlibrary Loan activity in March, 1991.

GOALS

Our top priority in the year ahead will be to continue providing fast, efficient, friendly ILL service for UCF patrons. This will be no easy task since we anticipate the demand for Interlibrary Loan service will continue its increase, perhaps at an even greater rate next year due to reduced book purchases and possible journal cuts. We are adding two more hours a week of librarian time and a fulltime LTA position to help meet the expected demand. To facilitate use of fax technology, we hope to acquire a fax machine for the ILL Office and to streamline recordkeeping. A final goal is to acquire a software package to manage ILL records and collect statistics, automatically keep track of copyright compliance, and analyze ILL activity for collection development.

STATISTICAL SUMMARY

Overall Interlibrary Loan has continued its steady rise, as depicted in the five year graphs shown in Figures 1 and 2. Interlibrary Loan borrowing requests increased by 34% (from 6939 to 9311) and lending requests grew 22% (from 13,628 to 16,575) as shown in Table 1. Intercampus loan requests, as shown in Table 2 and Figure 3, grew by 14% (from 699 to 746) with significant growth in lending patrons at the Daytona Beach Campus (23%) and staff at the Florida Solar Energy Center (68%).

The fill rate for materials requested from the UCF Library was 56% and 93% for materials received.

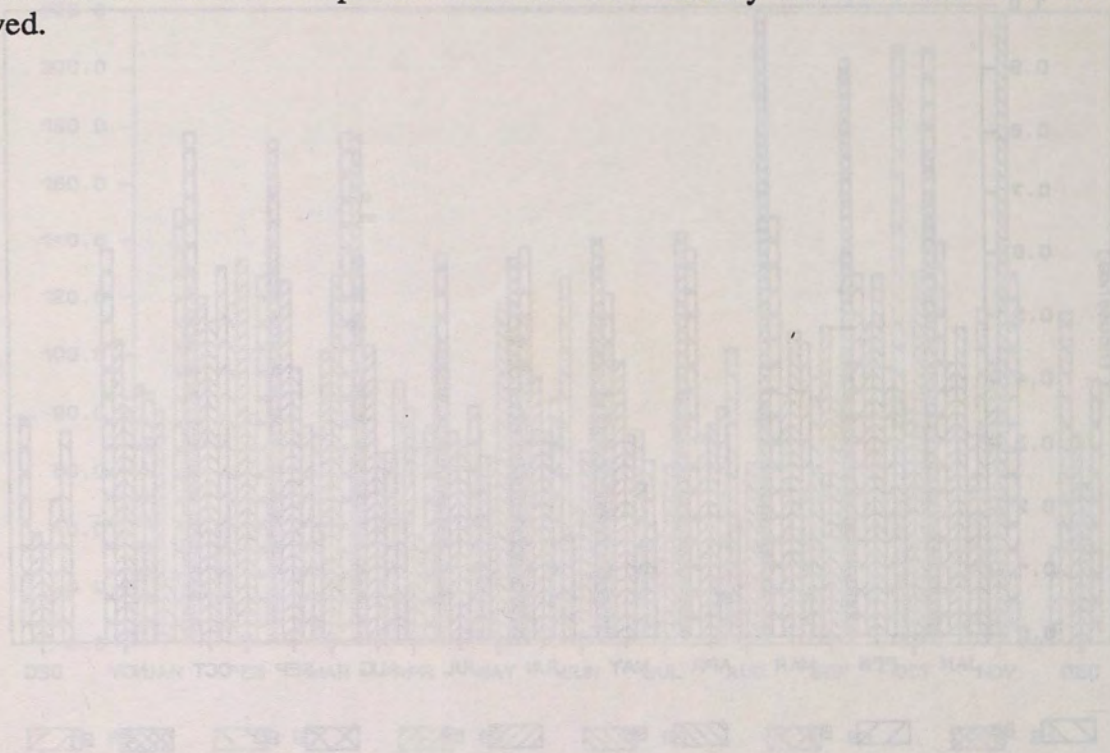


Figure 2

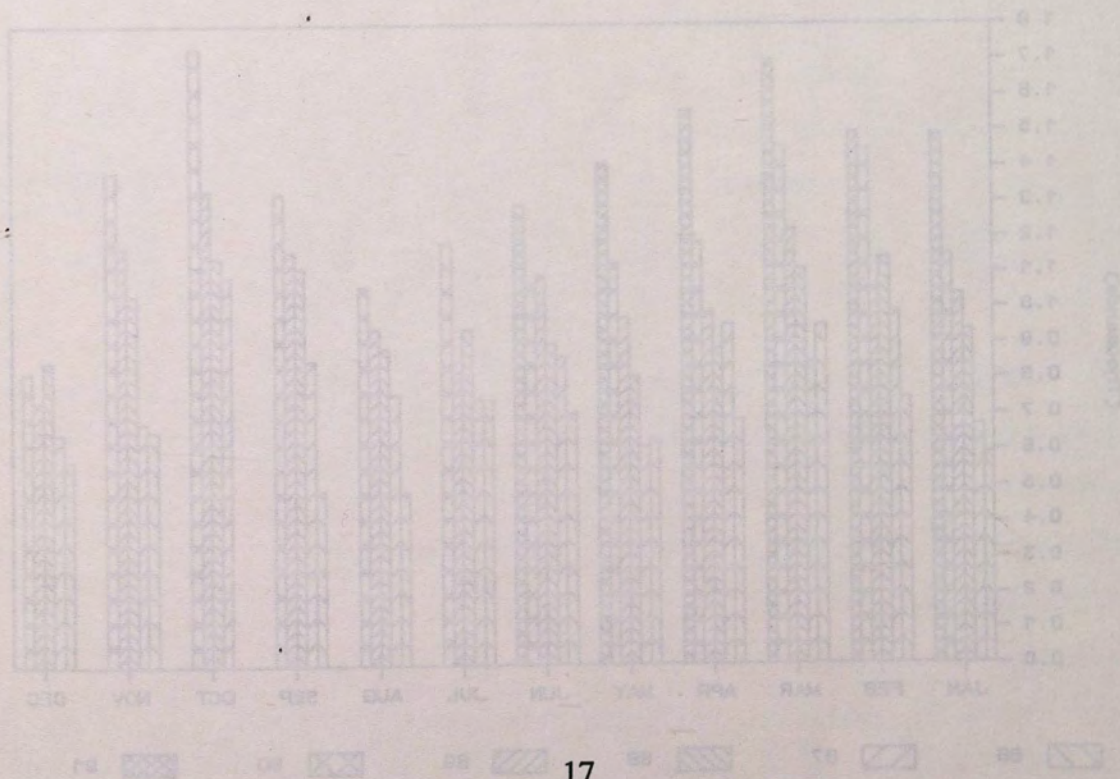


Figure 1

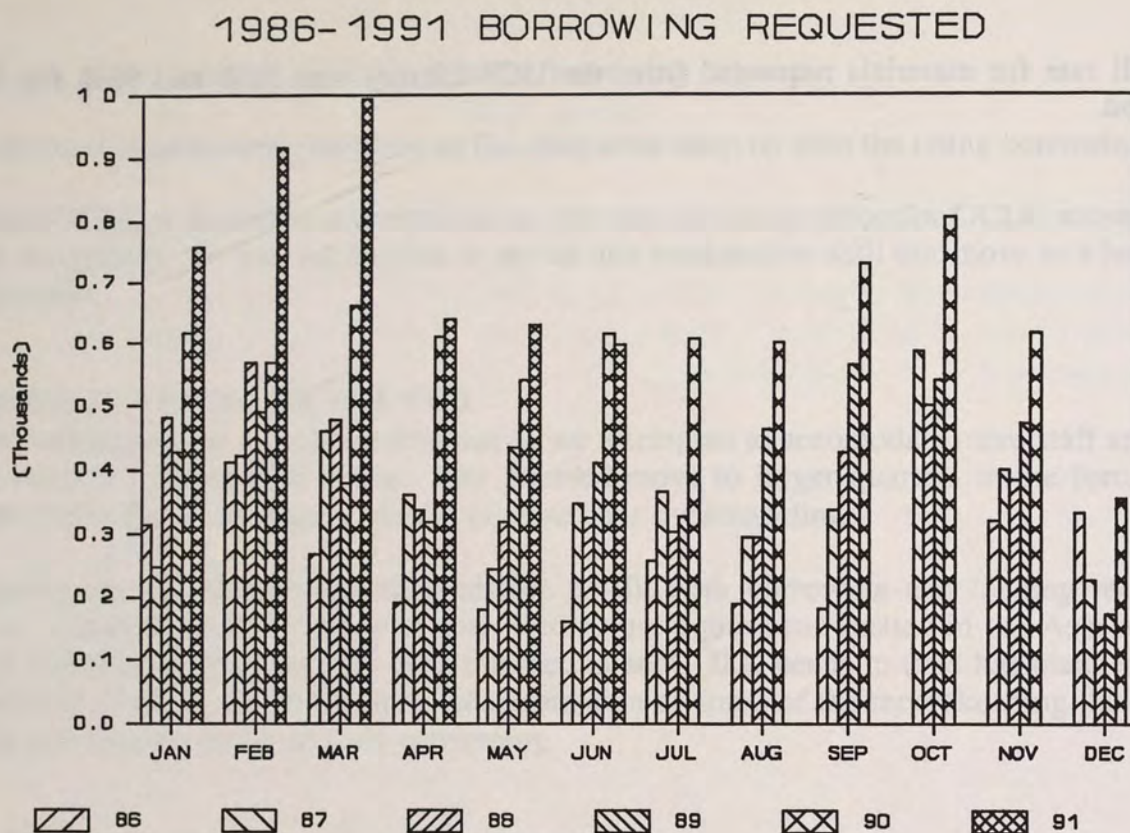


Figure 2

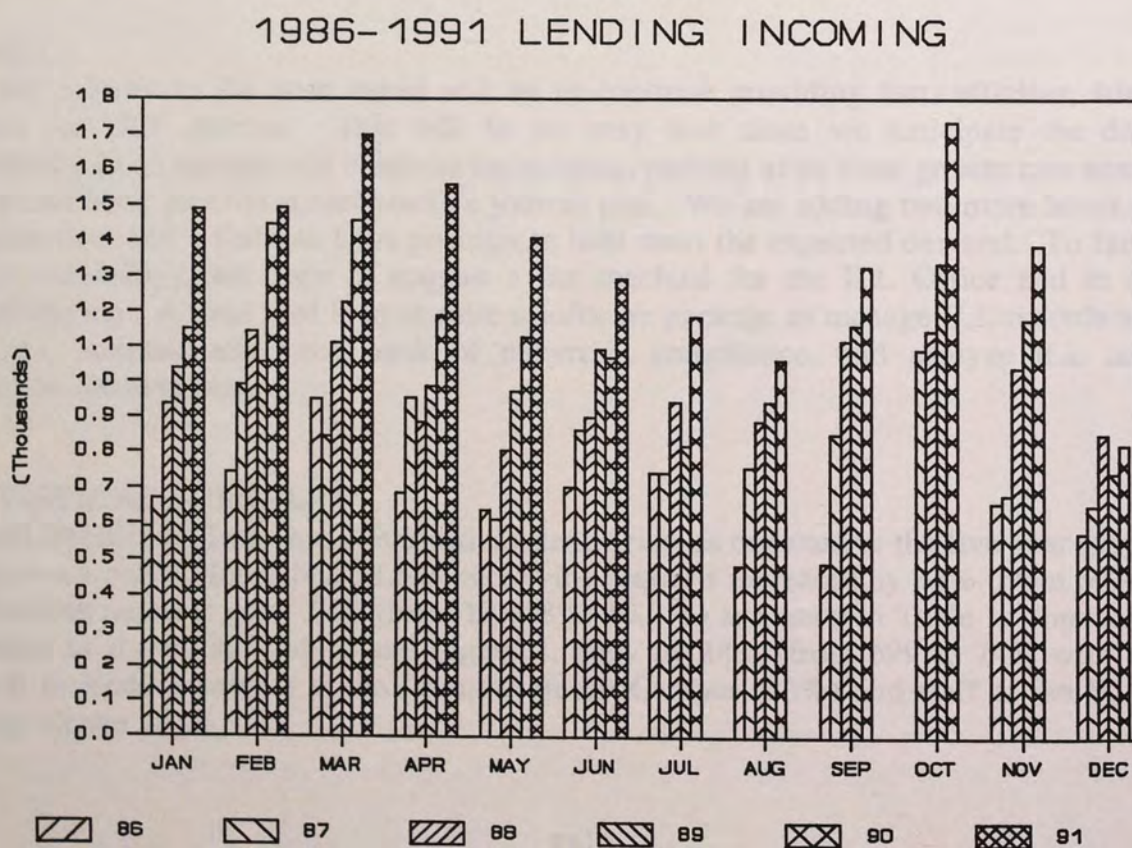


Figure 3

1986-1991 INTERCAMPUS INCOMING

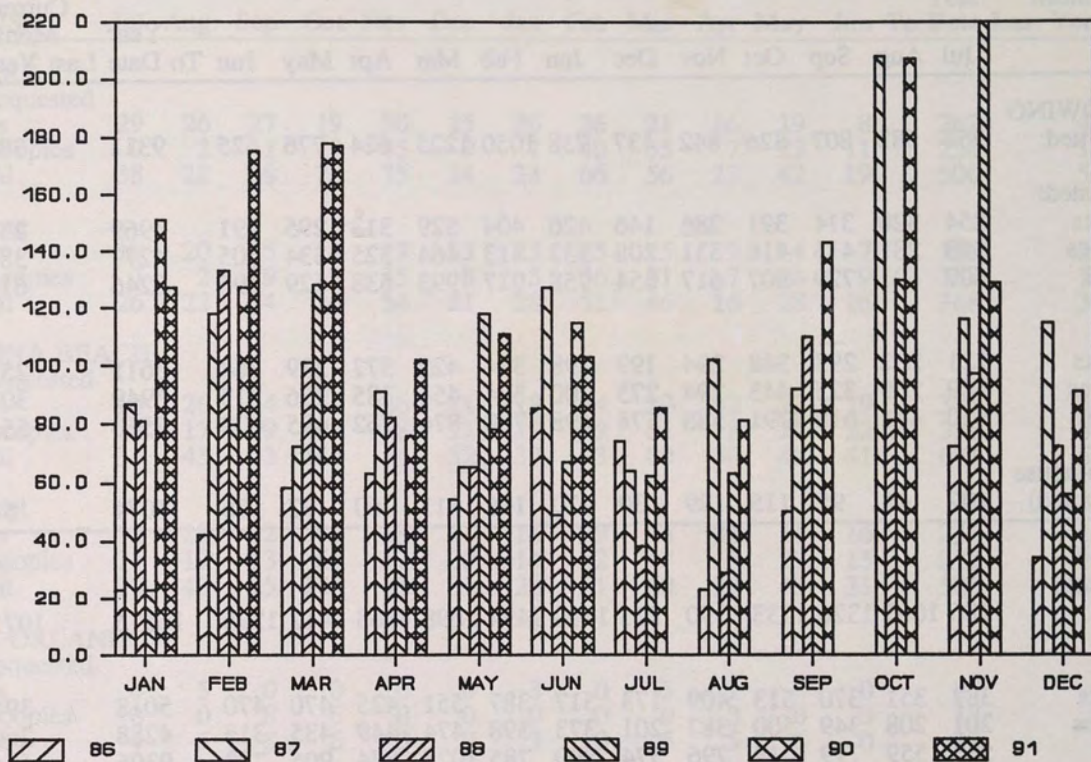


Table 1
University of Central Florida
Interlibrary Loan Statistics
July 1990-June 1991

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Year To Date	Current Month Last Year	Last Year To Date
BORROWING															
Submitted:	758	583	807	826	842	437	758	1050	1225	624	776	625	9311	788	6939
Requested:															
Books	254	320	314	391	286	146	426	404	529	313	295	291	3969	234	3196
Copies	353	281	415	416	331	208	332	513	464	325	334	305	4277	380	2955
Total	607	601	729	807	617	354	758	917	993	638	629	596	8246	614	6151
Filled:															
Books	221	232	293	348	294	199	298	324	422	377	239	364	3611	252	2753
Copies	409	209	325	443	294	275	200	384	454	385	256	315	3949	302	2587
Total	630	441	618	791	588	474	498	708	876	762	495	679	7560	554	5340
Filled in-house (UCF owned)	107	44	95	115	129	30	120	116	111	60	72	75	1074	57	704
LENDING															
Incoming:															
Total	1186	1063	1326	1733	1390	825	1490	1494	1698	1663	1412	1295	16575	1071	13628
Filled:															
Books	382	351	370	513	409	173	517	387	551	425	470	470	5018	394	4083
Copies	201	208	349	500	387	201	373	398	474	449	435	313	4288	260	3640
Total	583	559	719	1013	796	374	890	785	1025	874	905	783	9306	654	7723

FILL RATES (Current Year To Date): Borrowing

Requests sent out		Requests filled		Fill Rate	
Books	3969	Books	3611	Books	91%
Copies	4277	Copies	3949	Copies	92%
Overall	8246	Overall	7560	Overall	92%
Requests submitted	9311	Requests filled*	8634	Fill Rate	93%

FILL RATES (Last Year To Date): Borrowing

Requests sent out		Requests filled		Fill Rate	
Books	3196	Books	2753	Books	86%
Copies	2955	Copies	2587	Copies	88%
Overall	6151	Overall	5340	Overall	87%
Requests submitted	6939	Requests filled*	6044	Fill Rate	87%

FILL RATES (Current Year To Date): Lending

Incoming requests		Requests filled		Fill Rate	
Books/Copies	6575	Books/Copies	9306	Books/Copies	56%

FILL RATES (Last Year To Date): Lending

Incoming requests		Requests filled		Fill Rate	
Books/Copies	13628	Books/Copies	7723	Books/Copies	57%

*This includes requests filled internally (UCF owned material).

Table 2

UCF Library INTERCAMPUS LOAN STATISTICS/July 1990 - June 1991

CAMPUS	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	To Date	Year Last Year	Current Month Last Year	To Date
BREVARD																
No. Requested																
Books	29	26	27	19	30	15	26	26	21	16	19	8	262		42	369
Photocopies	9	2	41	9	45	9	7	40	35	7	23	11	238		12	223
Total	38	28	68	28	75	24	33	66	56	23	42	19	500		54	592
No. Lent																
Books	19	20	15	17	19	13	23	15	15	9	14	7	186		27	289
Photocopies	7	2	19	9	35	8	5	36	31	7	14	9	182		10	177
Total	26	22	34	26	54	21	28	51	46	16	28	16	368		37	466
DAYTONA BEACH																
No. Requested																
Books	16	26	24	78	26	11	18	34	19	42	22	19	335		20	336
Photocopies	18	17	19	67	18	21	19	39	61	8	27	22	336		35	208
Total	34	43	43	145	44	32	37	73	80	50	49	41	671		55	544
No. Lent																
Books	12	23	12	43	13	11	14	29	13	31	14	16	231		13	264
Photocopies	11	17	13	61	12	20	14	32	47	6	27	15	275		19	139
Total	23	40	25	104	25	31	28	61	60	37	41	31	506		32	403
SOUTH ORLANDO																
No. Requested																
Books	4	5	0	0	0	0	3	0	5	2	6	0	25		0	15
Photocopies	0	0	8	6	0	0	0	0	0	3	0	0	17		0	0
Total	4	5	8	6	0	0	3	0	5	5	6	0	42		0	15
No. Lent																
Books	0	5	0	0	0	0	3	0	3	2	6	0	19		0	15
Photocopies	0	0	6	4	0	0	0	0	0	3	0	0	13		0	0
Total	0	5	6	4	0	0	3	0	3	5	6	0	32		0	15
FSEC																
No. Requested																
Books	1	1	1	2	4	10	17	4	7	5	6	19	77		3	26
Photocopies	8	4	23	26	6	25	37	32	29	19	8	24	241		3	163
Total	9	5	24	28	10	35	54	36	36	24	14	43	318		6	189
No. Lent																
Books	0	1	1	2	4	9	17	3	7	4	6	15	69		3	23
Photocopies	7	3	23	25	5	16	32	29	26	17	7	21	211		3	152
Total	7	4	24	27	9	25	49	32	33	21	13	36	280		6	175
TOTAL INTERCAMPUS																
No. Requested																
Books	50	58	52	99	60	36	64	64	52	65	53	46	699		65	746
Photocopies	35	23	91	108	69	55	63	111	125	37	58	57	832		50	594
Total	85	81	143	207	129	91	127	175	177	102	111	103	1531		115	1340
No. Lent																
Books	31	49	28	62	36	33	57	47	38	46	40	38	505		43	591
Photocopies	25	22	61	99	52	44	51	97	104	33	48	45	681		32	468
Total	56	71	89	161	88	77	108	144	142	79	88	83	1186		75	1059

Fill Rate To Date/All Area Campuses

REQUESTED		LENT		FILL RATE	
Books	699	Books	505	Books	72.2%
Photocopies	832	Photocopies	681	Photocopies	81.9%
Total	1531	Total	1186	Overall	77.5%

Fill Rate Last Year To Date/All Area Campuses

REQUESTED		LENT		FILL RATE	
Books	746	Books	591	Books	79.2%
Photocopies	594	Photocopies	468	Photocopies	78.8%
Total	1340	Total	1059	Overall	79.0%

LIBRARY INFORMATION NETWORK AND EXCHANGE

Kim Montgomery

MISSION STATEMENT

Although the University of Central Florida Library is not funded to serve the public, it is the major research library in the Orlando area. Therefore the Library Information Network and Exchange (LINE) exists to meet the demand from community businesses and non-affiliated individuals through the provision of Library services on a cost recovery basis. These include Special Borrowers Cards, Online Searches, Interlibrary Loans, Photocopies, and Library Research Services. LINE's mission is broadened to include the provision of Photocopies and Library Research Services (for a fee) to faculty, staff and students of UCF, these being services not normally offered by the Library.

ACCOMPLISHMENTS AND PROGRESS

LINE has evolved over a period of years as a major service point for providing library access to non-UCF patrons. From 1978 when the first online search was conducted for an area university student by Theodore Pfarrer, then Online Search Services Coordinator, the demand grew--largely by word of mouth--and in 1984-85, LINE as a dedicated service was created and has grown and developed as documented in previous annual reports.

This year, however, in this time of recession, LINE has seen more caution in clients before they order services. Nevertheless, the client base has gradually increased, and there are more repeat customers than in previous years. Despite a decrease in the number of requests for those services which bring in the most money, there has been an increase in requests for cheaper services, such as document delivery. This change parallels the experience of other academic library fee-based services nationwide. In addition, the number of contracts for Special Borrowers Cards has more than doubled. The result is that the dollar amount billed this year has remained constant (see Table 1).

PERSONNEL CHANGES

When the fiscal year began, Telephone Reference was a part of LINE. However, in August 1990, it became a separate unit under its new coordinator, Vicki Hamaker, who had previously done a wonderful job with it in LINE.

At the end of March 1991, Kimberly Montgomery left LINE to join the Reference Department. She continues LINE online search duties until the new contract year. LINE duties for the remainder of the year were handled by Janice Bain with assistance from Annette Main (adjunct Instructor Librarian), Ingrid Hunt and LINE student assistants.

PROBLEMS SOLVED

Policy and procedures manuals for LINE were completed in March 1991.

This year saw the completion of the effort to standardize forms for all types of LINE services. The goal was to create consistency in the paperwork seen by the public, and to identify LINE with the University by the use of its logo. In addition, the major services are now described in separate information sheets. Previously, the LINE Coordinator would tailor a new letter for each request for information from a potential client. Now the LINE LTA mails the results of an online search, together with a coversheet explaining that photocopy services can be added without the need for intervention by the Coordinator.

A new log was created which records the receipt of requests, then tracks them as they move to completion. This eliminates guesses as to who currently has the request. It also allows the turnaround time to be monitored, a consideration which grows more important as the numbers of requests increase.

PROBLEMS YET TO BE SOLVED

LINE needs access to a software program which would eliminate the routine handling of large amounts of paper which now occurs. Currently, each request has a form, an entry on the log, an invoice, a disclaimer sheet, and the actual information desired by the patron. Finding information on older transactions and previous clients consumes too much time. Ideally, a computerized system would have a database of client information and another of transactions. It would generate the invoices of professional appearance and addenda to these. It would provide easy compilation of statistics. The system would be searchable by client name, date, type of services, etc. This sort of system would cut down tremendously on personnel time, something which is already of concern as requests for photocopy orders have increased.

SIGNIFICANT PROFESSIONAL ACTIVITIES

During FY 90/91, Kimberly Montgomery published two articles, one in the Summer 1990 issue of Fiscal Facts, the other in the Spring 1991 issue of Mississippi Libraries.

Janice Bain served as Secretary to the Fee-Based Information Service Centers in Academic Libraries (FISCAL) of the Association of College and Research Libraries, American Library Association.

GOALS

In the future, LINE should continue to streamline procedures, which will enable it to handle more client requests. LINE must market itself wisely to those who are likely to need its services.

STATISTICAL SUMMARY

In general, online search requests dropped by 15%, while requests for cheaper services increased. Photocopy billings increased by 41% and Interlibrary Loan (ILL) billings by 252%. Contracts increased from three in FY 89/90 to seven in FY 90/91. Total billings remained constant at \$23,894.

Attached are tables and graphs which summarize the number of requests and the associated dollar amounts for LINE services. Beginning with FY 90/91, several changes were made to the way in which these were counted. As Table 2 shows, Photocopy requests were increasing at the end of FY 89/90. Previously, they had been an insignificant portion of LINE's work. Only transactions or invoices were counted, not the individual number of articles or chapters copied. This did not accurately reflect the work performed. So, following after the manner in which Interlibrary Loan requests were counted, each article was recorded.

The same type of situation existed for Research requests. Previously, the few Research requests were recorded as "Other." With FY 90/91, a separate category was established.

The result of these changes are that the numbers of requests for Photocopy, Research, and Other are not comparable between the last two fiscal years. However, the dollar amounts for Photocopy are. The dollar amounts for Research and Other are not comparable if considered separately, but would be if these two categories were considered together. Also, the percent change figure is not comparable for the total number of requests.

Request Category	FY 89/90	FY 90/91	% Change	Dollar Amount FY 89/90	Dollar Amount FY 90/91	% Change
Photocopy	1,000	1,200	20%	\$10,000	\$12,000	20%
Research	50	100	100%	\$500	\$1,000	100%
Other	100	150	50%	\$1,000	\$1,500	50%
Total	1,150	1,350	17%	\$11,500	\$14,500	26%

TABLE 1. NUMBER OF REQUESTS AND DOLLAR AMOUNTS BY SERVICES TYPE

SERVICE TYPE	FY 90/91		FY 89/90		PERCENT CHANGE	
	NUMBER OF REQUESTS	DOLLARS	NUMBER OF REQUESTS	DOLLARS	NUMBER OF REQUESTS	DOLLARS
ONLINE SEARCH	66	6,006.85	78	9,047.14	-15%	-34%
PHOTOCOPY ¹	401	2,816.70	113	1,995.79	N/A	+41%
INTERLIBRARY LOAN	134	1,080.76	30	307.06	+347%	+252%
RESEARCH ²	16	507.05	N/A	N/A	N/A	N/A
LINE INFORMATION	95	N/A	98	N/A	-3%	N/A
GENERAL INFORMATION	22	N/A	47	N/A	-53%	N/A
OTHER ²	14	37.80	48	290.10	N/A	N/A
CONTRACTS	7	6,785.00	3	5,560.00	+133%	+22%
SPECIAL BORROWERS CARDS:						
GRAY CARDS, CASH	241	6,660.00	240	6,790.00	0%	-2%
GRAY CARDS, PREPAID	130	N/A	145	N/A	-10%	N/A
TOTALS	1,126	\$23,894.16	802	\$23,860.09	+40% ¹	0%

¹ Prior to FY 90/91, the "Photocopy" category counted the number of invoices issued for photocopy requests, regardless of the number of articles included.

² Prior to FY 90/91, the "Research" category did not exist. Research queries were counted as "Other". Thus comparisons of numbers of requests between FY 90/91 and FY 89/90 are not valid for these categories.

TABLE 2. NUMBER OF GRAY SPECIAL BORROWERS CARDS ISSUED AND DOLLAR AMOUNTS BY PATRON CATEGORY¹

PATRON CATEGORY	FY 90/91		FY 89/90		PERCENT CHANGE	
	NUMBER ISSUED	DOLLARS	NUMBER ISSUED	DOLLARS	NUMBER ISSUED	DOLLARS
COMMUNITY PATRONS / LINE (1 YEAR)	202	5,050.00	184	4,600.00	+ 10%	+ 10%
COMMUNITY PATRONS / LINE (6 MONTHS)	24	1,200.00	26	1,300.00	-8%	-8%
CENTRAL FLORIDA RESEARCH PARK TENANTS	5	200.00	12	480.00	-58%	-58%
CENTRAL FLORIDA RESEARCH PARK TENANTS (6 MONTHS)	N/A	N/A	2	40.00	-100%	-100%
NATIONAL CONTRACT MANAGEMENT ASSOCIATION (MID-FLORIDA CHAPTER)	1	40.00	N/A	N/A	N/A	N/A
MARTIN MARIETTA	100	PREPAID	113	PREPAID	-12%	N/A
MARTIN MARIETTA REPLACEMENT	1	PREPAID	N/A	N/A	N/A	N/A
NAVAL TRAINING SYSTEMS CENTER	22	PREPAID	32	PREPAID	-31%	N/A
WESTINGHOUSE, LOCKHEED	3	120.00	6	240.00	-50%	-50%
OTHER (3 MONTHS)	2	30.00	8	120.00	-75%	-75%
REPLACEMENT CARD	4	20.00	2	10.00	+ 100%	+ 100%
SPECIAL CONTRACT	7	PREPAID	N/A	N/A	N/A	N/A
TOTALS	371	\$6,660.00	385	\$6,790.00	-4%	-2%

TABLE 3. NUMBER OF GRAY SPECIAL BORROWERS CONTRACTS AND DOLLAR AMOUNTS ¹

FY 90/91		FY 89/90		PERCENT CHANGE	
NUMBER OF CONTRACTS	DOLLARS	NUMBER OF CONTRACTS	DOLLARS	NUMBER OF CONTRACTS	DOLLARS
7	\$6,785.00	3	\$5,560.00	+ 133%	+ 22%

¹ The information which relates to specific companies in these tables is for internal use only. To preserve the confidentiality of library records this information should not be distributed to persons outside UCF. An alternative page is attached of statistics which collapse the company specific information into anonymous categories.

TABLE 2. NUMBER OF GRAY SPECIAL BORROWERS CARDS ISSUED AND DOLLAR AMOUNTS BY PATRON CATEGORY

PATRON CATEGORY	FY 90/91		FY 89/90		PERCENT CHANGE	
	NUMBER ISSUED	DOLLARS	NUMBER ISSUED	DOLLARS	NUMBER ISSUED	DOLLARS
COMMUNITY PATRONS / LINE (1 YEAR)	202	5,050.00	184	4,600.00	+ 10%	+ 10%
COMMUNITY PATRONS / LINE (6 MONTHS)	24	1,200.00	26	1,300.00	-8%	-8%
COMMUNITY PATRONS / LINE (DISCOUNTED RATE)	9	360.00	20	760.00	-55%	-55%
OTHER (3 MONTHS)	2	30.00	8	120.00	-75%	-75%
REPLACEMENT CARD	4	20.00	2	10.00	+ 100%	+ 100%
PREPAID CONTRACT	130	PREPAID	145	PREPAID	-10%	N/A
TOTALS	371	\$6,660.00	385	\$6,790.00	-4%	-2%

TABLE 3. NUMBER OF GRAY SPECIAL BORROWERS CONTRACTS AND DOLLAR AMOUNTS

FY 90/91		FY 89/90		PERCENT CHANGE	
NUMBER OF CONTRACTS	DOLLARS	NUMBER OF CONTRACTS	DOLLARS	NUMBER OF CONTRACTS	DOLLARS
7	\$6,785.00	3	\$5,560.00	+ 133%	+ 22%

FIGURE 1. NUMBER OF REQUESTS BY MONTH FOR SELECTED CATEGORIES.
FY 90/91

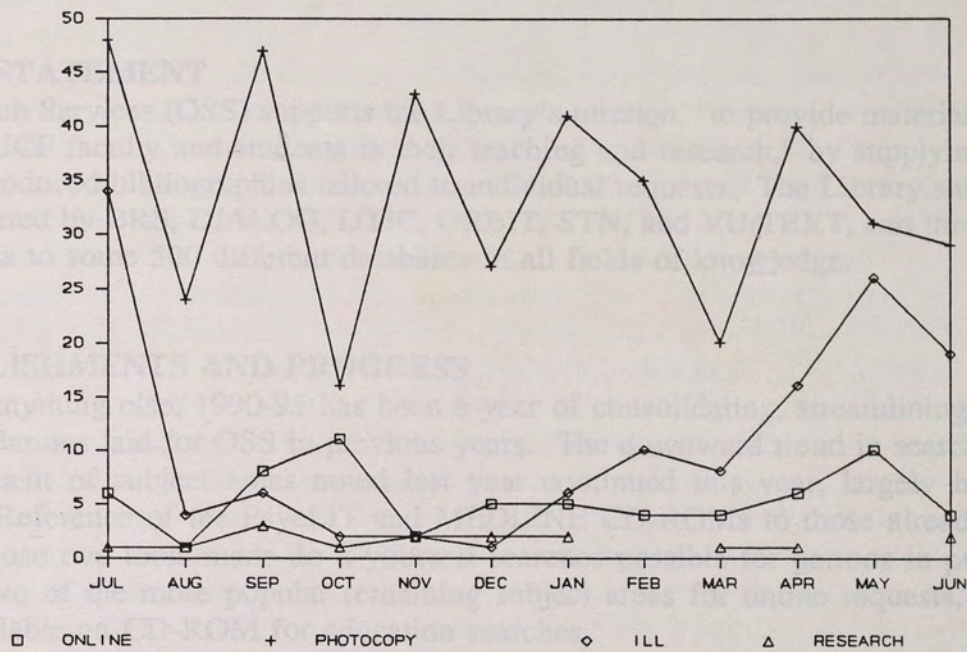
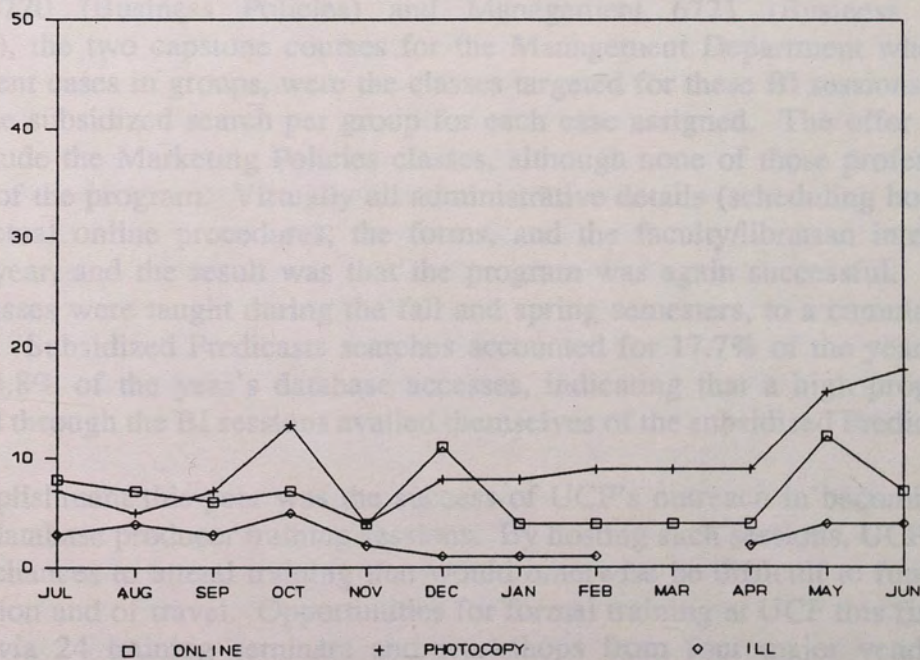


FIGURE 2. NUMBER OF REQUESTS BY MONTH FOR SELECTED CATEGORIES.
FY 89/90



ONLINE SEARCH SERVICES

Suzanne Holler

MISSION STATEMENT

Online Search Services (OSS) supports the Library's mission, "to provide materials and services needed by UCF faculty and students in their teaching and research," by supplying customized, computer-produced bibliographies tailored to individual requests. The Library subscribes to the services offered by BRS, DIALOG, DTIC, ORBIT, STN, and VU/TEXT, and through them has online access to some 500 different databases in all fields of knowledge.

ACCOMPLISHMENTS AND PROGRESS

More than anything else, 1990-91 has been a year of consolidating, streamlining, and building on the foundations laid for OSS in previous years. The downward trend in search requests and the realignment of subject areas noted last year continued this year, largely because of the addition in Reference of the PsycLIT and MEDLINE CD-ROMs to those already available to patrons. Those two tools made do-it-yourself searches possible for patrons in psychology and medicine, two of the more popular remaining subject areas for online requests, as ERIC was already available on CD-ROM for education searches.

The Predicasts program begun last year was continued this year, and the business search requests therefore remained strong. Predicasts is a major business database producer, with ten different databases available on the DIALOG system. Through a marketing program targeting universities with business schools, Predicasts offered the Library unlimited use of its databases for the University's business students. The program developed last year was a cooperative venture between the Library's OSS and Bibliographic Instruction units, the Management faculty, and Predicasts, and it offered customized bibliographic instruction (BI) sessions emphasizing the process of case research, with Predicasts presented as an integrated component of the process. Management 4720 (Business Policies) and Management 6721 (Business Policies and Responsibilities), the two capstone courses for the Management Department wherein students study management cases in groups, were the classes targeted for these BI sessions, and students were offered one subsidized search per group for each case assigned. The offer was extended this year to include the Marketing Policies classes, although none of those professors chose to take advantage of the program. Virtually all administrative details (scheduling both classes and searches, the actual online procedures, the forms, and the faculty/librarian interaction) were simplified this year, and the result was that the program was again successful. A total of 21 management classes were taught during the fall and spring semesters, to a cumulative audience of 614 students. Subsidized Predicasts searches accounted for 17.7% of the year's intellectual searches and 14.8% of the year's database accesses, indicating that a high proportion of the students reached through the BI sessions availed themselves of the subsidized Predicasts searches.

A major accomplishment this year was the success of UCF's outreach in becoming a host site for vendor and database producer training sessions. By hosting such sessions, UCF searchers are afforded many chances to attend training that would otherwise be difficult to fund, for reasons both of registration and of travel. Opportunities for formal training at UCF this fiscal year have been provided via 24 training seminars and workshops from four major vendors (11 from

DIALOG, two from BRS, one from ORBIT, and one from VU/TEXT) and from four database producers (five from the Institute for Scientific Information, two from University Microfilms International, one from the National Technical Information Service, and one from Predicasts). There were also six other workshops scheduled which had to be canceled (all but one for insufficient registration). At least 216 participants were present for training (some statistics are missing), and 77 of those slots were filled by UCF Library staff. Total cost to the Library for all of these sessions was \$500 (for additional registrations beyond what was granted free to the host site) while benefits to the Library were virtually unlimited free time on DIALOG's practice databases, 32 free hours on any of BRS's database, 10.5 free hours on any of ORBIT's databases, and \$2250 worth of online credits (\$750 in each of three databases) in UMI online files on DIALOG. This not only enabled UCF searchers to practice extensively on numerous databases, but it also provided UCF students, faculty, and staff with subsidized searches whenever appropriate requests coincided with the free time offers.

There was an opportunity this year to publicize OSS slightly. The Coordinator took part in the UCF "First Annual" Computer Symposium in March 1991. A number of faculty and staff exhibited computer projects, programs, and services, and it was seen as a good chance to demonstrate online searching capabilities in real time. Despite a low, albeit enthusiastic, turnout at the time online searching was being shown, it afforded an excellent outreach opportunity and one which the service will attempt to structure more tightly in future joint endeavors.

Finally, the recarpeting of the Library's second floor and mezzanine in August meant that everything in Room 228 and surrounding rooms had to be moved out. Thanks to support from various places in the Library, particularly Lynn LaBrake, the Circulation staff, and the OSS student assistant, this was accomplished without disrupting either the work flow for the searchers or service to the patrons.

PERSONNEL CHANGES

The beginning of this fiscal year saw Suzanne Holler as Coordinator of the Online Search Services, with Rochelle Ballard, Vicki Hamaker, Carole Hinshaw, Phyllis Hudson, Kim Montgomery (LINE Librarian), Cheryl Ruppert, and Meg Scharf as the librarians who search, and Ingrid Hunt as the LTA I shared by OSS and LINE.

John Walters, UCF's new documents librarian, and Nick Bazemore, "new again" to UCF's Reference Department, joined the ranks of the searchers in late July, 1990. Meg Scharf had to drop out of the service with the start of the new assignment year in August, 1990. Ted Pfarrer, former coordinator of the OSS and a librarian with considerable business expertise, rejoined the service for the spring semester of 1991 to participate in the Predicasts program. In May, 1991, Cheryl Ruppert married and changed her name to Cheryl Walters; she is so listed on the attached statistical tables.

Procedurally, training for the LTA I continued this year, and the service hired and trained a new student assistant with the fall semester. Additionally, an arrangement was worked out whereby one of the searchers has searching privileges without having searching on the official letter of assignment.

PROBLEMS SOLVED

Most of the "problems" in OSS have to do with hardware or environmental concerns. There was a significant problem with one of the printers this summer which, in effect, rendered one of the workstations unusable for two months. It was repaired twice, once by the Library's computer technician and once by the authorized dealer, but the ultimate solution required trading the printer for another of the same make. There was also a problem last summer with the air conditioning being too strong in one of the heavily-used search rooms, which necessitated a swap of workstations (not quite as straightforward a procedure as just moving the hardware, given that there are different hardware, software, and password configurations on each workstation and that accompanying instructions, procedures, and bookkeeping had to be changed, as well).

More of a nagging detail than a problem per se, the final conversion (and ultimately, improvement) of a number of the service's housekeeping files from VP Planner to dBase III Plus on the Library LAN was completed this year. Additionally, extensive forms revisions have occurred, with virtually all the public forms being changed and improved (something identified as a goal in last year's report).

PROBLEMS YET TO BE SOLVED

Unsolved problems revolve around requested, but unordered, equipment and around line noise. The service has needed for some time to get a laser printer for use with STN, as the STN Express software package is designed to work with a page, rather than a line, printer, but funding has not yet become available. Fortunately, a recent software upgrade redefined the particular printer used by OSS, and printing is going somewhat faster than it had been, although it is still far from fast.

Line noise became such a problem by late summer of 1990 that troubleshooting instructions had to be developed and by October, a log was in place to record when, how often, under what conditions, etc., line noise was occurring. Since then, there has been a steady stream of people, including Library, Telecommunications, and Computer Services personnel, investigating the problem and trying to find solutions for it. Relay stations, error-checking protocols for modems, 9600-baud transmission, and accessing the system through the Tymnet engine at the Computer Center have all been thoroughly explored, but ultimately, a decision was made to reassess the issue when Telecommunications installs a new switch for the campus telephone system in Summer 1991, after which continued monitoring of line noise will indicate whether this resolves or minimizes the problem.

SIGNIFICANT PROFESSIONAL ACTIVITIES

Aside from the training activities mentioned in the "Accomplishments and Progress" section, above, there was one other major search-related meeting at which UCF was represented. Ballard attended Online/CD-ROM '90 in Washington, DC, from November 5-7, 1990.

In other areas, Holler served as the Florida Library Association Online Searchers' Caucus Chair from May, 1990 through May, 1991. In that capacity, she planned and arranged for an annual caucus program, "How to Teach Six Different Systems at Once: Generic End User Training," she chaired a committee which drafted a constitution and bylaws for the caucus (adopted at the

annual business meeting), she wrote "Upcoming Seminars and Workshops in Florida" [FLASH 10(5):5. November 1990], and she completed all the preliminary work to set up a caucus forms clearinghouse. The major activity of the year, however, was the planning and executing of "CONNECT: A Preconference on Electronic Reference Services for Managers and Practitioners," a full-day preconference nominally co-sponsored with the Reference Caucus, held on May 7, 1991. In this endeavor, Holler chaired a planning committee of seven, including Scharf from UCF. The preconference itself featured two keynote speakers, six break-out session speakers (including J. Walters from UCF), two panel discussions with three and four members respectively, seven exhibitors (including three corporate sponsors and a fourth donating a door prize), 13 poster sessions (representing 20 participants, including Hinshaw, Holler, Hudson, Ruscella [two sessions] and Scharf [two sessions] from UCF, as well as several out-of-state contributors), and a forms "Swap 'N Shop."

Holler is also a member of the American Library Association (ALA) Library Instruction Round Table (LIRT) Continuing Education Committee. In that capacity, she contributed to "Hypertext: An Informal Introduction" [Valerie Feinman, Suzanne Holler, Rebecca Jackson, and Trish Ridgeway. Library Instruction Round Table News 13(2):8-9. December 1990], to the bibliography distributed at the LIRT Program during the 1991 ALA Annual Conference ["Cultural Diversity: Strategies for Promoting Information Literacy in a Changing World"], and to "LIRT's Top Twenty for 1990" [Library Instruction Round Table News 13(4):1,4-5,errata. June 1991].

Finally, Holler, Ruscella, and Scharf were asked to write an article for Research Strategies based on the poster session which they presented at the 1990 ALA Annual Conference last June describing the Predicasts program (detailed in "Accomplishments and Progress" section, above). "We Mean Business: A BI Session For Business Case Analysis Students," the result of that request, is forthcoming in Research Strategies, volume 9, number 2.

GOALS

A perennial goal of the OSS is publicizing the service. It is hoped that this year the availability of full-text documents online, especially those newspaper articles identified through Reference's CD-ROMs, can be stressed, both for the convenience to patrons and for lightening some of the Interlibrary Loan workload. A good start has been made in that direction already.

It is also important to anticipate and meet patron needs proactively. One of those is the need for a full-text legal database. Toward the end of investigating that possibility, both Mead Data Central and West Publishing were invited to demonstrate their systems; Mead showed LEXIS/NEXIS to 29 faculty and a dozen librarians in August, and West explored Westlaw in November with nine faculty and eight librarians. The committee involved is now seeking appropriate financial and implementation information and will formulate a recommendation to take to the Library Director.

A goal remaining from last year is monitoring VU/TEXT. The goal was stated that "as soon the Orlando Sentinel...is mounted as a database on DIALOG, the VU/TEXT account should be canceled." The database was mounted on DIALOG in January this year, but unfortunately, only as far back as 1988. The VU/TEXT system continues to carry the 1985 through 1987 years as

exclusive databases. DIALOG does have long-term plans to mount the entire run, but no timeline has been established. Meanwhile, monitoring VU/TEXT will continue.

Finally, some investigation should take place this year into the feasibility and/or desirability of end-user searching (i.e., do-it-yourself online searching in a dial-up mode) for the Library's primary clientele. This, of course, would be something to be explored jointly with the Reference Department. There are a number of factors which militate such a study. The first is availability; such systems are already present, though unused, in-house, as several of the Library's existing CD-ROM systems have a dial-up feature on them, and if one of the full-text legal databases mentioned above is acquired, it will likely be set up as an end-user system. The second factor is training; there are plans this year in Reference for beginning a training program specifically aimed at teaching CD-ROM searching, something so akin to end-user searching that the same training could easily be broadened slightly to incorporate end-user training. The final factor is user sophistication; with more technology, user expectations increase rather than decrease, and many patrons already ask about access to such systems--more will undoubtedly do so after FCLA mounts databases on LUIS this year.

STATISTICAL SUMMARY

OSS business decreased this year, with the number of intellectual searches down 6.0% (from 851 to 803), and the number of database accesses down 2.5% (from 2136 to 2083). Detailed statistics for the service may be found in Tables 1 and 2.

Of the 803 intellectual searches performed this year, 58% of these (462) were patron-generated requests (i.e., those for students, faculty, Library staff, non-affiliated users, and campus administration), 33% (266) were searches generated at staff initiative on behalf of patrons either in response to reference questions or to Interlibrary Loan requests, and 9% (75) were training searches, demonstrations, or other administrative searches generated by the searchers as a normal part of search service operation. These percentages compare with 67%, 26% and 7%, respectively, from last fiscal year, and show that the origin of requests is changing, with patrons filling their information needs in other ways, but with librarians using the technology more frequently as a labor-saving tool on behalf of patrons.

Overall, 246 unique databases were searched (41 of them over ten times each) on five separate systems (BRS, DIALOG, ORBIT, STN, and VU/TEXT). Of the patron-generated requests, 61% were for students, 21% for faculty, 13% for LINE (non-University) patrons, 1% for campus administration and 4% for Library staff, quite comparable to last year's 65%, 19%, 12%, 1%, and 3%, respectively. Business and law represented the overwhelming majority of search requests (39.6%), not surprising because of the Predicasts program, and science and medicine were the second most popular requests (24.2%), primarily because of the heavy use by the Chemistry Department of the STN service.

TABLE 1

ONLINE SEARCH SERVICES UNIT ANNUAL STATISTICS
for the Fiscal Year 1990-1991

<u>Search Analyst</u>	<u>Intellectual Searches</u>	<u>Database Accesses</u>	<u>Hours Online</u>
Ballard	59	177	20.35
Bazemore	17	49	7.39
Hamaker (non-ILL)	47	125	17.13
Hamaker (ILL)	135	90	4.73
Hinshaw	33	118	12.70
Holler	124	381	33.09
Hudson	68	173	28.48
Montgomery	138	625	60.02
Pfarrer	10	19	4.33
Scharf	3	3	0.65
C. Walters (non-ILL)	63	235	19.85
C. Walters (ILL)	97	66	2.26
J. Walters	9	22	2.52
TOTAL	803	2083	213.50
1989-1990 Comparable Totals	851	2136	222.02

803 SEARCHES on 2083 DATABASES

TOTAL NUMBER OF UNIQUE DATABASES 246

<u>Search Category</u>	<u>Fiscal Year 1990/91</u>	<u>Fiscal Year 1989/90</u>
Students	280	371
Faculty	98	110
LINE (Non-University)	62	68
Campus Administration	5	3
Library Staff	17	18
SUBTOTAL PATRON-GENERATED REQUESTS	462	570
Reference Questions	34	40
ILL Verification	232	178
SUBTOTAL LIBRARIAN-GENERATED REQUESTS FOR PATRONS	266	218
Demonstrations	23	9
Training	25	28
Free Time	4	3
Housekeeping	23	23
SUBTOTAL ADMINISTRATIVE SEARCHES	75	63
TOTAL	803	851

TABLE 2
PATRON-GENERATED ONLINE SEARCH REQUESTS (EXCLUDING LINE)
BY SUBJECT AREA AND CATEGORY OF PATRON FOR JULY 1990 THROUGH JUNE 1991

	STUDENT	FACULTY	CAMPUS ADMIN	LIBRARY STAFF	TOTAL	PERCENTAGE
EDUCATION & RELATED FIELDS					78	19.5%
EDUCATION	21	16	1	0		
EDUCATIONAL PSYCHOLOGY	3	0	0	0		
EDUCATIONAL TECHNOLOGY	1	1	0	0		
HUMAN FACTORS	0	1	0	0		
PSYCHOLOGY	29	5	0	0		
BUSINESS & LAW					159	39.6%
ACCOUNTING	0	0	0	1		
BUSINESS	147	4	0	3		
LAW	3	1	0	0		
SCIENCE & MEDICINE					97	24.2%
BIOCHEMISTRY	1	0	0	0		
BIOLOGY	2	4	0	0		
CHEMISTRY	14	13	1	0		
COMPUTER SCIENCE	6	5	1	0		
ENGINEERING	0	2	0	1		
ENVIRON. SCIENCE	1	0	0	0		
MEDICINE	13	8	0	1		
NURSING	3	3	0	0		
PHYSICS	0	3	0	0		
SPORTS MEDICINE	5	1	0	0		
TECHNOLOGY	4	5	0	0		
SOCIAL SCIENCES					37	9.2%
CRIMINAL JUSTICE	1	0	0	0		
CURRENT EVENTS	2	1	2	1		
ECONOMICS	0	5	0	0		
HISTORY	0	1	0	0		
PUBLIC ADMINISTRATION	1	0	0	0		
SOCIAL SCIENCE	3	4	0	0		
SOCIAL WORK	8	2	0	0		
SOCIOLOGY	3	2	0	1		
HUMANITIES					20	5.0%
ART	0	3	0	0		
COMMUNICATION	1	0	0	0		
LINGUISTICS	3	0	0	0		
LITERATURE	2	8	0	0		
MUSIC	2	0	0	0		
RELIGION	1	0	0	0		
LIBRARY SCIENCE	0	0	0	10	10	2.5%
TOTAL	280	98	5	18	401	
PERCENTAGE	69.9%	24.4%	1.2%	4.5%		100.0%

TELEPHONE INFORMATION SERVICE

Vicki Hamaker

MISSION STATEMENT

The Telephone Information Service (TIS) provides ready reference service for the University faculty, staff, and students as well as the community at large. Telephone Information answers questions about library services, locates book and periodical titles on LUIS (the online catalog), and gives brief information concerning everything from population statistics to addresses for government officials.

ACCOMPLISHMENTS AND PROGRESS

In August of 1990, the Telephone Information Service was removed from the LINE unit and made a separate unit of Access Services. It was discovered that the service was being used to an extent that made it necessary to have 50% of a librarian's assignment devoted to it. Since Vicki Clark Hamaker was already doing most of the research for the service while it was under the auspices of LINE, she was appointed to the position.

Once the Telephone Information Service was removed from LINE, it was necessary to create policies and procedures for the new unit. The policies were developed in March 1991 and the procedures manual was just completed. This will enable us to keep the service running smoothly even though we change student staff members frequently.

The guidelines for TIS student assistants were revised and an orientation program was developed in order to ensure consistency of service from semester to semester.

In spite of the fact that the unit had to drastically curtail its hours of operation during summer A term due to budget cuts, TIS answered 13.27% more inquiries this year than last. TIS answered 8,313 inquiries in FY 1990-91.

Overall, much progress was made to ensure the consistency and continuity of TIS this year. Having 50% of a librarian's time devoted to this service made it possible to analyze statistics and revise procedures and forms as necessary. It also enabled TIS to decrease turnaround time for processing requests. Without the additional librarian time it would have been extremely difficult to keep the service going when all of the TIS student assistant hours were lost.

PERSONNEL CHANGES

Vicki Clark Hamaker was appointed coordinator of TIS.

PROBLEMS SOLVED

The answering machine, which is essential for TIS operation, became inoperative and was replaced.

The problem of having no student assistants for summer term A was solved unfortunately by curtailing TIS hours of operation from 8 hours each day down to 4 hours then to 2 hours.

PROBLEMS YET TO BE SOLVED

The loss of all of the student staff allocations is of course the biggest unsolved problem faced by this unit. At this time it is unclear what the budget for student assistants will be for the next fiscal year. Clearly we need student assistants in order for the service to continue in any form.

There is a definite need for at least a 50% of a professional librarian's time to process the inquiries in order for this service to function at the required level and to oversee the training, record keeping and actual research that is required to run this service.

SIGNIFICANT PROFESSIONAL ACTIVITIES

GOALS

In order to have the scheduling that will meet the needs of the TIS constituents, it is the unit's goal to return student staffing up to the required level of at least 30 hours weekly and to obtain an adjunct librarian for 20 hours weekly to handle most of research and query processing involved in running TIS. The present coordinator would continue to supervise the service.

TIS will attempt to maintain the high level of service offered in FY 1990-91.

STATISTICAL SUMMARY

In spite of the drastic curtailment of service in the last quarter of this year due to the budget crisis, TIS responded to 13.27% more inquiries in 1990-91 than 1989-90. The total number of inquiries answered were 8,313 for 1990-91 and 7,339 for 1989-90. In February of 1991, TIS began keeping statistics on how many were from the community at large. From February to June 1991, 38% of the calls that TIS received were from UCF affiliated patrons and 62% were from community patrons.

Table 1 is the annual comparison of categories of queries and actions taken. Please note that several individual categories were changed during 1989-1990 which gives deceptive totals and percentage of increase for those categories.

Table 2 is the monthly comparisons of queries and actions taken for 1990-91.

TABLE 1
TELEPHONE INFORMATION STATISTICAL REPORT

	Fiscal Year 1989-1990	Fiscal Year 1990-1991	% of Difference
TOTAL TELEPHONE CALLS	6273	7468	19.05%
<u>TYPE OF QUERY*</u>			
Do We Have Title/Author	3453	3114	-9.82%
Do We Have Subject/Any Info On	115	850	639.13%
Lib'y Services/Facilities Info	658	892	35.56%
Patent Information	43	509	1083.72%
Spelling/Definition	21	66	214.29%
Statistic/Demographic/Financial	81	101	24.69%
LUIS Remote Access	59	84	42.37%
Address/Phone No.--Library/UCF	970	1024	5.57%
Address/Phone No.--Non UCF	258	265	2.71%
List	45	32	-28.89%
Hours/Schedule/Directions	680	795	16.91%
Requests for Service	9	126	1300.00%
Other	947	455	-51.95%
TOTAL**	7339	8313	13.27%
<u>ACTION(S) TAKEN*</u>			
Used LUIS	2229	3129	40.38%
Used UCF Phone Book	821	150	-81.73%
Used Library Phone List	65	763	1073.85%
Used Tel Info Instruction Books	616	685	11.20%
Answered From Own Knowledge	128	1441	1025.78%
Referred The Caller	58	613	956.90%
Took Information on Request Sheet	1540	1022	-33.64%
Took No Action	14	88	528.57%
Used Ready Reference Books	20	141	605.00%
Other	1238	124	-89.98%
TOTAL**	6729	8156	21.21%

% of Calls From UCF Affiliated Patrons: 38%***

% of Calls From Non-UCF Affiliated Patrons: 62%***

*Several individual categories were changed during 1989-1990 giving deceptive totals and percentage of increase.

**These totals are not equal to each other because each telephone call can generate any number of Queries and each Query may need more than one Action Taken to answer it completely.

***Represents data from February - June 1991.

TABLE 2 TELEPHONE INFORMATION STATISTICAL REPORT

Fiscal Year 1990-1991

	JUL	AUG	SEP	OCT	NOV	DEC	FEB	MAR	APR	MAY	JUN	TOTAL
TOTAL TELEPHONE CALLS	604	699	598	716	682	477	621	832	676	524	391	7468
TYPE OF QUERY												
Do We Have Title/Author	231	223	238	294	271	194	291	331	319	257	178	3114
Do We Have Subject/Any Info On	75	83	82	107	65	27	70	59	82	63	70	850
Lib'y Services/Facilities Info	37	87	80	75	72	55	87	10	83	61	75	892
Patent Information	43	61	49	55	35	39	27	37	48	36	26	509
Spelling/Definition	6	8	8	6	7	6	6	5	7	3	1	66
Statistic/Demographic/Financial	6	2	9	13	18	8	10	12	10	0	3	101
LUIS Remote Access	8	8	4	10	7	3	3	6	2	8	9	84
Address/Phone No.--Library/UCF	96	105	86	116	133	72	72	90	66	62	34	1024
Address/Phone No.--Non UCF	18	21	28	29	17	23	23	17	27	19	15	265
List	3	1	3	4	6	0	4	3	0	1	4	32
Hours/Schedule/Directions	61	115	52	69	57	73	40	131	53	57	38	795
Requests for Service	6	10	15	19	5	3	12	23	4	11	13	126
Other	84	67	42	33	43	34	28	45	29	16	8	55
TOTAL*	674	791	696	830	736	537	673	869	730	594	474	8313

ACTION(S) TAKEN

Used LUIS	263	224	235	302	267	187	288	326	346	244	160	3129
Used UCF Phone Book	15	22	15	23	18	2	12	12	9	6	7	150
Used Library Phone List	81	76	68	85	73	66	62	69	54	41	10	763
Used Tel Info Instruction Books	44	56	66	78	60	63	53	101	72	39	4	685
Answered From Own Knowledge	112	211	94	114	92	96	83	163	105	120	131	1441
Referred The Caller	53	82	50	62	51	24	50	66	43	39	50	613
Took Information on Request Sheet	71	73	112	92	105	63	96	88	95	71	69	1022
Took No Action	13	16	5	10	7	5	0	12	3	1	5	88
Used Ready Reference Books	13	17	16	11	7	9	12	18	18	1	5	141
Other	5	11	5	13	13	10	12	17	14	10	4	24
TOTAL*	670	788	666	790	693	525	668	872	759	572	445	8156

Last Year to Date (1989-90)

TOTAL TELEPHONE CALLS

TOTAL NUMBER OF QUERIES

6273

7339

%DIFFERENCE

19.05%

13.27%

*These totals are not equal to each other because each telephone call can generate any number of Queries and each Query may need more than one Action Taken to answer it completely.

ADMINISTRATIVE SERVICES

Sharon Hood

MISSION STATEMENT

Administrative Services is responsible for facilitating and coordinating the LAN, installing and maintaining computer hardware, coordinating library graphics, and acting as liaison to the photocopy vendor.

ACCOMPLISHMENTS AND PROGRESS

Accomplishments and progress in Administrative Services in 1990-1991 were largely in microcomputing, photocopying services, and graphics.

Computer Applications

Three HP LaserJet III printers and ten Creative 386 SX-20 microcomputers were purchased. The move to the IBM-compatible arena was triggered by the need for a faster yet cost-effective microcomputer to replace the XT at the heavily-used CD-ROM workstations. The compatibles also offered both sizes of floppy disk drive for downloading. The XTs have been relocated to staff areas for the less demanding word processing operations.

A very important undertaking was the implementation of security measures at the CD-ROM workstations. While there have only been a few cases of tampering, each case results in some downtime. Consequently, measures were implemented to prevent the user from accessing DOS, from issuing the FORMAT command, and from accessing files. All security measures have been fully documented.

Equally important was the development of a new inventory system for hardware and software. The new system uses database management software and is therefore much more flexible when retrieving information and generating reports than the former Lotus 1-2-3 file. All hardware and software owned by the library has been entered into the new system.

Computer cleaning procedures were reviewed and enhanced during the year. Departments were given the opportunity to adjust the frequency that their equipment is cleaned. A procedure was begun for cleaning keyboards. Computer cleaning is performed by student assistants in the Circulation Department.

Training sessions were offered in using the LAN, WordPerfect, and Lotus 1-2-3. Sessions were offered each semester with fifty-five staff in total attending the sessions. In addition, three issues of the newsletter *Microlines* were published as a vehicle for disseminating news to library staff.

A BITNET training session was organized for librarians. Jim Ennis of Computer Services taught the class. Many of our staff have subscribed to "bulletin boards" in their areas of interest and are finding the BITNET network to be valuable.

The second edition of the Bryant bibliography was completed. Camera-ready copy was produced by importing the Pro-Cite file into WordPerfect and printing the bibliography on a laser printer. After several drafts, the document was sent to a commercial printer for reproduction. Printing was completed early in 1991. The bibliography turned out to be a very attractive volume.

Administrative Services was also involved in producing the Howard Eves mathematics bibliography. Our involvement included suggesting a format for the entries, training staff to enter the information from the LUIS screen prints into WordPerfect, and proofreading the drafts.

WordPerfect 5.1 was installed on the Library's file server in April 1991 and implemented on a department-by-department basis in May/June 1991. Since the "look and feel" of version 5.1 is much the same as version 5.0, the implementation went very smoothly.

Lastly, the "Remote Access to LUIS" handout was revised. The revised instructions are in a smaller, folio format with special attention having been paid to conciseness of wording.

Photocopying Services

Fall 1990 was a somewhat difficult time for photocopying services. The copy room was often closed, paper supply was sometimes inadequate, meter reading reports and commission checks were often late. After several letters to Capital Copy, Inc. from both the Library and the Purchasing Dept., performance improved considerably in January 1991. Reports and checks are now timely. The copy room is adequately staffed.

In April 1991, the \$1 bill changers were converted to provide change for \$5 bills as well. This is a service for which our staff had previously received numerous requests.

Graphics

A number of graphics projects were undertaken during the year. The most labor-intensive project was undoubtedly the kiosks. All directory panels were revised with a guide to LC call numbers replacing one of the panels previously occupied by the library directory listing.

Another major project included preparing the posters for the Chamber of Commerce exhibit in the CEBA atrium. Projects requiring creativity included the design of the Bryant bibliography cover, a logo for the online search caucus of the Florida Library Association, and a masthead for the library's newsletter to faculty. The most frequent request is for new or replacement signs.

PERSONNEL CHANGES

Ms Sarah Miranda, a senior graphics student, assumed graphics duties in November 1990. Ms Miranda works nine hours a week.

PROBLEMS SOLVED

The following problems were solved:

- *No, or few, security measures at public CD-ROM workstations*

Few, if any, security measures were in place at the public CD-ROM workstations. During the year, measures were implemented to improve security and reduce the ease of tampering.

- *Slow IBM PC XTs as public CD-ROM workstations*

Most of the public CD-ROM workstations were slow IBM PC XTs with only the 5.25-inch floppy disk drive. New workstations with a 386 SX-20 chip were purchased for the public CD-ROM workstations. These microcomputers have both size of floppy diskette drive to facilitate downloading to both 3.5- and 5.25-inch diskettes.

- *Inflexible inventory system*

Lotus 1-2-3 had been used to keep track of the Library's hardware. However, it provided little flexibility in producing reports. The new inventory system uses database management software and is therefore much more flexible.

- *Other*

Various other problems were solved during the year. These include implementing a procedure for cleaning computer keyboards, providing librarians with access to BITNET, upgrading to WordPerfect 5.1, and revising the remote access to LUIS booklet.

PROBLEMS YET TO BE SOLVED

A problem for which a solution was attempted this year but which remains for another year is that of an electronic mail system for LAN users. The Higgins e-mail system was to have been implemented in the fall of 1990. In the process of testing the software, however, it was learned that only twenty users could be accommodated by the software. This was an insufficient number to even begin the implementation. Computer Services must upgrade the software license to allow more users.

LAN class offerings were not expanded during the year as had been anticipated. We hope that next year will allow us to add a WordPerfect 5.1 graphics class.

GOALS

Goals for the year ahead include:

- Expand the LAN classes
- Reorganize and document the groups and their trustee assignments on the file server
- Purchase presentation graphics software
- Investigate CD-ROM networking
- Provide computerized support for online search statistics.

BREVARD CAMPUS LIBRARY

Mem Catania

MISSION STATEMENT

The Brevard Campus of the University of Central Florida is a two-year campus offering upper division and graduate level programs at the Cocoa Campus of the Brevard Community College. As such, the mission of the library is to develop collections, resources, and instructional programs in support of the curricular and research needs of UCF students and faculty at Brevard, and to provide library support and services to both university and the community college students and faculty.

ACCOMPLISHMENTS AND PROGRESS

Collection development and liaison activities were the major accomplishments of 1990-1991. Approval plan profiles were established to initiate a program of collection building strategies for newly-published titles. Although the program was discontinued due to fiscal constraints, it was well-received by faculty, and will be reinstated in the coming year. For key works and essential serial titles, existing collections were evaluated using core collection and UCF Orlando bibliographies. Using the information gathered in the evaluation process and faculty recommendation, book and serial orders were then submitted. This year's combined monograph and periodicals expenditure exceeded \$96,000. The result of these efforts is two-fold: first, a framework for future strategies and goals, and second, a more useful library collection.

PERSONNEL CHANGES

The main personnel change this year was the reorganization of the reporting structure for library related personnel. With the current change, the video course program coordinator and a UCF student assigned to the circulation desk report to the Brevard Campus librarian. The result of this change is a well-organized means of communication with the BCC library staff, and a clearly defined structure for reporting, discussion, and resolution of problems. Another change at the Brevard Campus was the addition of part-time student help for the librarian. The advantages of additional support staff are discussed in the following section.

PROBLEMS SOLVED

This year's advances in collection development, and growing faculty awareness of information service at Brevard have made a start toward relieving curricular information support problems. As a result of university support and the on-site promotion of expanded programs and resources, both students and faculty have at their disposal an accessible, responsive, and improved means of acquiring information for research and study.

The previously-stated personnel reporting changes have shown many positive results. For example, the shortage of library video equipment available for students in the spring of this year was promptly reported and effectively resolved due to the new reporting structure. Also, problems of staffing, schedules, and procedures in the library, formerly overlooked, now merit immediate attention and resolution.

By providing student support for the librarian, many of the labor-intensive operations related to the library acquisition process, including procedures for the handling of approval books and the pre-order search and verification of titles were expedited.

Financial support to enable travel to professional meetings afforded the opportunity to meet with colleagues from other branch campus sites. As an additional benefit, consistent professional support has sparked research interest and enabled the librarian to submit a paper for presentation at the Off-Campus Library Services Conference later this year.

PROBLEMS YET TO BE SOLVED

Bibliographic instruction is an area that requires a more well-developed strategy. Although some BI takes place at Brevard, no library classroom is available and sessions can be disruptive for other library users. Demonstrations of electronic indexes and catalogs are less than effective without proper equipment and facilities. The outcome: BI sessions become professionally guided walking tours of the library with little opportunity for students to discover the wealth of information available to them.

Two main problems need resolving to make a better BI program a reality. First, as there seems to be no available space in the library, a suitable location must be found for bibliographic instruction. Second, in the upcoming year, efforts will continue to garner faculty support for greater faculty support for bibliographic instruction.

SIGNIFICANT PROFESSIONAL ACTIVITIES

Significant advances were made in several areas. Attendance at national and regional conferences, workshops, and programs yielded a desire to document strategies for more effective liaison and collection development activities. Enhanced relationships with colleagues at other branch campus locations through participation in the Extended Campus Library Services Section of ACRL, transformed thoughtful discussion into a desire to contribute to the growing body of branch campus library literature. As a result, a paper addressing the unique problems of collection development faced by branch campus librarians is in the revision process preceding submission for publication. In addition, the 1991-92 year will be one of even greater accomplishment as the librarian will be an officer of the ECLSS discussion group and an appointed member of the ECLSS program committee for the American Library Association annual conference.

GOALS

In a very real sense, future goals at UCF Brevard are a product of past successes. Significant collection growth and development, additional services, and increased library awareness have combined to create a heavier workload for all members of the library staff. Despite university efforts to provide BCC library staff support by placing UCF personnel on-site, the impact of the UCF librarian's presence exceeds the boundaries of the reference service she provides. Put simply, the greater the success of the UCF Brevard librarian, the more work she generates for the entire BCC library staff.

The time has come, therefore, to make the difficult decisions, to justly determine and define the University's obligation and commitment to the UCF/BCC joint-use endeavor. Complex, long-ranging issues such as these will not be solved with stop-gap or piecemeal measures. In these fiscally trying times, however, great care must be taken to effectively and efficiently utilize financial and human resources. It becomes, therefore, essential to closely scrutinize and weigh our responsibilities and options to provide fair and equitable support to off-campus programs. Only in this way can the goal of a true joint-use library facility be realized at the University's Brevard Campus.

STATISTICAL SUMMARY

Materials Expenditure

Periodicals	\$ 5,528.07
Monographs	
Approvals	53,628.22
Subjects	37,458.41

TOTAL	\$ 96,614.70
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Items Cataloged

Titles	29010
Volumes	3026

Library Instruction/Orientation

BCC Sessions	4
UCF Sessions	3
TOTAL	7

BCC Students	77
UCF Students	163
TOTAL	240

The first responsibility of the University is to provide a high quality education and to ensure that the University's obligations and commitments to the community are met. In this regard, the University must be seen to be a good citizen and to contribute to the well-being of the community. This requires a commitment to high standards of academic excellence and to the highest standards of ethical conduct. The University must also be seen to be a good employer and to provide a safe and healthy working environment for its staff and students. Finally, the University must be seen to be a good neighbor and to contribute to the development of the community in which it is located.

STATISTICAL SUMMARY

The following table provides a summary of the statistical data collected for the year 2000. The data is presented in a tabular format, with the following columns: Subject, Total, and Percentage. The data is presented in descending order of total value.

Subject	Total	Percentage
Mathematics	120	12.0%
Science	100	10.0%
History	80	8.0%
English	60	6.0%
Art	40	4.0%
Physical Education	20	2.0%
Music	10	1.0%
Other	10	1.0%
Total	1000	100.0%

The following table provides a summary of the statistical data collected for the year 2001. The data is presented in a tabular format, with the following columns: Subject, Total, and Percentage. The data is presented in descending order of total value.

Subject	Total	Percentage
Mathematics	120	12.0%
Science	100	10.0%
History	80	8.0%
English	60	6.0%
Art	40	4.0%
Physical Education	20	2.0%
Music	10	1.0%
Other	10	1.0%
Total	1000	100.0%

EXPLANATION OF ABBREVIATIONS

The following table provides a summary of the statistical data collected for the year 2002. The data is presented in a tabular format, with the following columns: Subject, Total, and Percentage. The data is presented in descending order of total value.

Subject	Total	Percentage
Mathematics	120	12.0%
Science	100	10.0%
History	80	8.0%
English	60	6.0%
Art	40	4.0%
Physical Education	20	2.0%
Music	10	1.0%
Other	10	1.0%
Total	1000	100.0%

TOTAL

The following table provides a summary of the statistical data collected for the year 2003. The data is presented in a tabular format, with the following columns: Subject, Total, and Percentage. The data is presented in descending order of total value.

Subject	Total	Percentage
Mathematics	120	12.0%
Science	100	10.0%
History	80	8.0%
English	60	6.0%
Art	40	4.0%
Physical Education	20	2.0%
Music	10	1.0%
Other	10	1.0%
Total	1000	100.0%

DAYTONA BEACH CAMPUS LIBRARY

Lynn LaBrake

ACCOMPLISHMENTS AND PROGRESS

Library Operations and Services

1990/1991 was another positive and productive year for library services to the UCF Daytona Beach Campus. The DBCC Library continued to provide library services to the UCF Daytona faculty and students. These services include reference, reserves, interlibrary and inter-campus loan, and circulation. Ed Van Hoose, a DBCC serials and reference librarian, continued his collection development and liaison responsibilities for UCF's programs. He worked with UCF faculty to fill their library requests for new materials, and to keep them informed regarding new additions, services, publishers' lists, etc. He met with a number of classes to provide library instruction. Based on the positive reports from the DBCC campus, Mr. Van Hoose has done an excellent job. UCF continued to provide funding to extend two half-time DBCC library technical assistants to full-time positions.

As in past years, the intercampus loan program provided all DBCC Library users easy access to materials from the UCF main campus. The components of the inter-campus loan program are the provision of LUIS terminals in the DBCC Library, which provide access to UCF main library catalog as well as the other eight SUS libraries, and a daily courier to all UCF campus locations.

COLLECTION DEVELOPMENT

While budget reductions affected the UCF Library's efforts at collection development, continued progress was made to improve collections in support of UCF Daytona programs. A total of \$26,023.55 was spent for materials for the DBCC Library, \$6,124.67 for periodical subscriptions and \$19,898.88 for books. Of the \$19,898.88 for books, \$5,819.43 were purchased before a tracking system by subject area was established. The balance, \$14,079.45, was spent in the following subject areas:

Accounting	2,557.77
Computer Science	748.08
Economics	794.29
Education	5,700.00
Management	1,462.50
Nursing	1,228.60
Psychology	1,526.33
Sociology	19.80
Statistics	45.08

The closing of the SUS Extension Library during the year, also had an impact on UCF's library services to all UCF's branch campuses. The Extension Library has been providing periodical titles to support UCF's Daytona Beach campus programs. Based on input from UCF faculty and DBCC librarians, the decision was made for UCF to continue those subscriptions. It will increase UCF's commitment for 52 additional titles next year. In addition, UCF was able to request core collections from the Extension Library collections in areas of UCF Daytona

academic programs. Once the Extension Library is dismantled and the books distributed, they will be added to the DBCC collection.

FACULTY EVALUATION OF SERVICES

In response to a request for an evaluation of library services, Dr. Sarah Pappas, UCF Daytona Campus Director, distributed a survey to her faculty. The response was very positive. The survey provided for evaluation of the following:

Quality and Diversity of Books

Quality and Diversity of Journals

Library Hours

Quality of Service to Students and Faculty by DBCC staff

Availability and Responsiveness of Ed VanHoose, UCF/DBCC Coordinator

The majority responded that the quality and diversity of books and journals were good, one felt they were excellent, two fair, and one rated the books fair and periodicals poor. The latter respondent commented about the difficulty assigning research and readings in the MBA program. While the comment was a valid one, this respondent did not seem to be aware of the alternative services open to him. Another said the collection was much improved.

Four respondents felt the library hours were good. One of these four respondents requested Saturday hours. The rest rated the hours only fair. Most requested more weekend hours, with Saturday most specifically mentioned.

With one exception, all rated the quality of service to students and faculty to be good to excellent.

With one exception, all rated the availability and responsiveness of Ed VanHoose to be good to excellent ++. In addition to the ++'s, a number of very positive comments were made regarding his responsiveness and helpfulness in providing needed materials, and in providing library instruction to their classes. The one exception did not seem to know who he was.

GOALS

The major goal for 1991/92 is to build on the excellent progress accomplished over the past years. Every effort will be made to contact individual faculty to ensure their information needs are met, to keep them informed regarding existing services, and to improve services where indicated. Collections will continue to be improved as funding permits, especially where graduate programs are offered. One specific objective is to ensure backruns of needed journals are maintained. A committee has been established to determine which ones and what format--binding or microfilm. Another objective is to explore the need for longer open hours as revealed in the recent survey. And last, but not least, is to continue to maintain the excellent relationship with DBCC library staff.

CATALOGING

Peter Rossi

MISSION STATEMENT

The mission of the Cataloging Department is to catalog and classify all library materials using AACR II rules, and to maintain the integrity of the LUIS and OCLC data bases so that they correctly reflect the library's holdings.

ACCOMPLISHMENTS AND PROGRESS

Cataloging output decreased from the previous year. The key reasons were the cut in the book budget and termination of evening hours in October.

Tapeloading of GPO catalog records was begun in July. This service makes government documents more accessible to library users, and provides an inexpensive and efficient way of cataloging these materials.

The Howard Eves Mathematics Collection was accepted and cataloged. The collection numbers more than 2,200 titles in all phases of mathematics, with emphasis on recreational mathematics, geometry, and the history of mathematics. Most of the titles are housed in the general collection, but about 100 are located in Special Collections. The Van Sickle Leftist Pamphlet Collection, which was purchased more than ten years ago and housed in Special Collections, is currently being cataloged. It consists of approximately 2,500 titles. Thus far nearly 1,900 have been cataloged. The strength of the collection is Marxism and socialism.

We began operating the Passport Software in March. The software will provide access to PRISM, which will be operational in late fall.

Four new M386 OCLC workstations were installed. They replaced the outdated M300 terminals, thus giving the department a total of six M386s. The new workstations will permit us to make full use of PRISM.

The volumes housed in INDEX location are fully cataloged, but there were no holdings shown in LUIS. As this is a lean year budget-wise, the decision was made to bar code all volumes and to enter the holdings information in LUIS. When this project is completed it will add more than 12,000 volumes to the library's holdings.

PERSONNEL CHANGES

During the year a number of personnel changes occurred. Cliff McCloe resigned his position in August to return to school, and Mai Hoang was hired to replace him. With her extensive library experience, she assisted with authority work, and did non-CIP cataloging. Unfortunately, after a brief stay Mai resigned to return to the George Washington University Library. Linda Sobey was hired to fill the vacancy. Melanie Daniels took a six month maternity leave in December

and returned in July. Due to the shifting needs of the library her position was transferred to Interlibrary Loan.

Linda Sutton was hired as a 3/4 - time librarian in August. Her duties include original cataloging and serial cataloging. She became a full-time staff member on June 21.

Robert Kaufman, a University High School student volunteer in the Partners in Education program, assisted in the department eight hours per week for six months.

PROBLEMS SOLVED

Due to the hard work and dedication of the staff and student assistants, the large backlog of uncataloged new materials has been eliminated.

A half-day workshop for the entire department was given by Jeff Sowder and Linda Sutton. A number of procedures which caused confusion were explained.

Serials cataloging was taken over by Linda Sutton when she transferred to the department. A full-time librarian was needed to handle the often complex problems unique to serials.

PROBLEMS YET TO BE SOLVED

Although much has been done with authority work, significant progress is hampered due to lack of sufficient staff; therefore, an LTA is needed to expedite this process. At present, a student assistant makes routine corrections.

A great deal of work remains to be done in cleaning up the LUIS data base. New holdings are being added, and a significant number of titles missed in the retrospective conversion are also being added. Maintaining the data base's integrity is a slow tedious operation.

With PRISM scheduled to be installed in the fall the entire staff, including students, will need to be retrained. The initial thought that changes would be minimal have proven to be false. Since virtually everything will be different, a significant amount of time will be required for retraining.

SIGNIFICANT PROFESSIONAL ACTIVITIES

Linda Sutton and Jeff Sowder attended the OCLC - PRISM Workshop at Valencia Community College. Jeff Sowder served on the Professional Development Committee, FCLA Technical Services Committee, and contributes to the Index to Bibliographical Publications.

GOALS

We hope to make optimum use of PRISM once it has been mastered. It is fortunate that PRISM's arrival coincides with a lean fiscal year.

The INDEX project should be completed by the end of the 1991 - 92 year.

While it is doubtful that the data base cleanup will be completed in the near future, we hope to have all our titles entered by this time next year.

More time needs to be devoted to authority work. Additional staff and student help would also be very useful.

STATISTICAL SUMMARY

Titles and volumes added to the general collection: 25,133

The department has four functional units as follows: 1. Collection Development, 2. Acquisitions, 3. Special Collections and Archives, and 4. Gifts and Exchange. They are:

- * Collection Development: Plans the development of the collection, monitors the purchasing allocations as carefully and judiciously as possible, and maintains a balanced collection to support the goals of the University.
- * Acquisitions: Purchases materials, except books, needed to be added to the collection.
- * Special Collections and Archives: Collects, preserves, and makes available rare and unique, and is the repository of the University's historical documents.
- * Gifts and Exchange: Accepts books and materials donated to the collection.

ACCOMPLISHMENTS AND PROGRESS

Collection Development: An approved plan was established for the fiscal year with the faculty participating in establishing the profile. Faculty on both the main and Daytona Beach campuses have become active in requesting materials for purchase and the allocations. We are proud to report that almost all faculty requests for books were purchased last year. This was accomplished even with the reduction of \$100,000 from the LIBRARY BUDGET FUND. The Librarians with Collection Development have been very efficient in communicating fluctuation budget status to the faculty, and requests for purchase were submitted in a timely manner.

Acquisitions: Each USPS personnel has been trained in purchase of books and duties required to efficiently purchase the books requested by faculty and librarians. These duties are pre-order searching, firm orders, and sending money. All support staff are also skilled in using INNOVACQ, the Automated Acquisitions System. All requests received from the database were deleted. In addition, the standing orders system was revised.

Gifts and Exchange: This unit was reorganized this year. Consequently, the backlog of stated donated books has been searched, reviewed by the subject librarians, and those selected to be added to the collection have been cataloged. We received two large donations: Dr. Howard Eves (2,147 books were designated the Howard Eves Mathematics Collection), and 1,198 books from the widow of Mr. Chase Sheldon of Jacksonville, Florida. The Sheldon donation is currently being searched and will be reviewed for possible addition to the collection.

Special Collections and Archives: Several boxes of documents from the President and Library Development Offices, and a number of books published by the faculty members were added to

While it is doubtful that the data are relevant, it is hoped that the data will be useful in the near future. We hope to have all our data entered by this time next year.

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COLLECTION DEVELOPMENT AND ACQUISITIONS

Joseph Andrews

MISSION STATEMENT

To select and acquire materials to support the University's mission in providing comprehensive teaching, research, and service; to protect and preserve the items that are valuable and unique; and to provide opportunities for the libraries' users and Librarians to actively participate in the selection of titles.

The department has four functional units to effectively and efficiently accomplish its mission. They are:

- * Collection Development...Plans the development of the collection, spends the shrinking allocations as carefully and judiciously as possible to ensure that there is a balanced collection to support the goals of the University.
- * Acquisitions...Purchases materials, except Serials, selected to be included in the collection.
- * Special Collections and Archives...Collects, protects, preserves items that are valuable and unique, and is the repository of the University's Documents & materials.
- * Gifts and Exchange...Accepts books and other related materials from donors.

ACCOMPLISHMENTS AND PROGRESS

Collection Development: An approval plan was established on the Brevard Campus with the faculty participating in establishing the profile. Faculty on both the Brevard and Daytona Beach campuses have become active in selecting materials for purchase with the allocations. We are proud to report that almost all faculty requests for books were purchased this year. This was accomplished even with the reduction of \$950,000.00 from the BOOK OCO FUND. The Librarians with Collection Development responsibilities were very effective in communicating fluctuation budget status to the faculty, and requests for purchases were submitted in a timely manner.

Acquisitions: Each USPS personnel has been trained to perform all tasks and duties required to efficiently purchase the books requested by faculty and librarians. These duties are pre-order searching, firm orders, and standing orders. All support staff are also skillful in using INNOVACQ, the Automated Acquisitions System. All obsolete records from the database were deleted. In addition, the standing orders records are current.

Gifts and Exchange: This unit was reinstated this year. Consequently, the backlog of stored donated books has been searched, reviewed by the subject Liaisons, and those selected to be added to the collection have been cataloged. We received two large donations: Dr. Howard Eves (2,147 books were designated the Howard Eves Mathematics Collection), and 1,198 books from the widow of Mr. Chase Sheddan of Jacksonville, Florida. The Sheddan donation is currently being searched and will be reviewed for possible additions to the collection.

Special Collections and Archives: Several boxes of documents from the President and Library Development Offices, and a number of books published by the faculty members were added to

the archival collections. The Howard Eves Mathematics Collection was established, and a draft of the Library Exhibit Policy was completed.

PERSONNEL CHANGES

Margaret Crozier-Wimberly (Senior LTA)...Medical Leave Without Pay effective March 19, 1990 - March 19, 1991.

Tina Candela (Senior LTA) joined the Collection Development unit with Approvals responsibilities, August 3, 1990.

Mildred Davis (LTA)...joined Acquisitions unit with Standing Orders responsibilities October 15, 1990, and resigned for medical reasons effective July 15, 1991.

PROBLEMS SOLVED

Only four glaring problems were resolved this year. 1. Ted Pfarrer's phased retirement resulted in the need for a Librarian with significant business resources experience to the College of Business Administration. Resolution: Meg Scharf, a Part-time Reference Librarian with a MBA agreed to serve as the Liaison until a Business Reference Librarian was hired. 2. Donated books and journals were stored for a year. Resolution: The backlog has been sorted, reviewed, and those selected for the collection have been cataloged. 3. Workflow interruption due to absence of LTA's responsible for certain functions, and others could not perform these tasks. Resolution: Each USPS staff member has been cross trained to perform all tasks in each unit. 4. Browsing Book Collection titles appeared stale and outdated. Resolution: The size of the collection was reduced from 800 to 400 titles, and Roger Simmons, Circulation Librarian, is selecting titles and monitoring use to ensure that current "Best Sellers" are available for library users.

PROBLEMS YET TO BE SOLVED

(Included with GOALS)

GOALS

- To write Collection Policy Statements by end of the Academic Year.
- To revise "Collection Development Policy."
- To write "Out of Print Collection Policy."
- To review the acquisitions unit's work flow.
- To monitor the benefits of using the Faxon automated Out of Print and Exchange System.
- To solicit gifts of books.
- To scrutinize the operations of each unit in order to increase efficiency.
- To reduce the number of Student Assistants hours.
- To implement a "priority Policy" for cataloging books received on Approvals.
- To implement a "Priority Processing Policy" for books selected on Approval to be added to the collection.

- To have Approval Vendor mail Brevard Approval books to Mem Catania on the Brevard Campus.

SIGNIFICANT PROFESSIONAL ACTIVITIES

Joseph C. Andrews

Memberships: American Library Association
Divisions: ACRL, ACLTS & LAMA
Florida Library Association

Professional Development:

- AMIGOS "The Reality of Collection Evaluation," Dallas, TX, November 29-30, 1990.
- "Florida Governor's Conference on Library and Information Services," Tallahassee, FL, December 3-5, 1990. (DELEGATE)
- ALA Midwinter Conference, Chicago, IL, January 12-15, 1991.
- ARL/OMS "Collection Evaluation Institute," Washington, DC, March 13-15, 1991.
- Florida Library Association Annual Conference, Orlando, FL, May 8-10, 1991.

Chang Lee

Memberships: American Library Association
Chinese American Library Association
Florida Library Association
Southeastern Library Association

Professional Development:

- "Florida Governor's Conference on Library and Information Services," Tallahassee, FL, December 3-5, 1990. (DELEGATE)
- Florida Library Association Annual Conference, Orlando, FL, May 8-11, 1991.
- American Library Association Annual Conference, Atlanta, GA, June 30-July 2, 1991.

Paper: "American Presidential Libraries: A Model for Establishing Presidential Libraries in the Republic of China," Atlanta, GA, June 30, 1991.

University:

- International Student Advisory Committee (Member)
- Chinese American Student Association (Advisor)

June Stillman

Memberships: American Library Association
Divisions: ACRL & ALCTS
Florida Library Association
Southeastern Library Association

Professional Development:

- Charleston Conference "Issues in Book and Serials Acquisitions," Charleston, SC, November 6-10, 1990.
- Southeastern Library Biennial Conference, Nashville, TN, December 4-8, 1990.
- ACRL, Florida Chapter "Service Excellence for Academic Libraries," Orlando, FL, September 21, 1990.
- Florida Library Association Annual Conference, Orlando, FL, May 7-10, 1991.
- American Library Association Annual Conference, Atlanta, GA, June 28-July 2, 1991.

STATISTICAL SUMMARY

Gifts: 8,324 Books 2,020 added to the collection

Special Collections/Archives 500 items added

Acquisitions:

Orders Received	9,753
Average Cost of Book	\$42.00
Average Delivery Time	7 Weeks
Number of Standing Orders	1,000 Titles

REFERENCE

Marilyn Snow

MISSION STATEMENT

To provide quality reference service and teach library users life-long learning skills by encouraging the use of the government documents, patents, reference; and index and abstract collections through the bibliographic instruction program, the INFO-TO-GO guides, and librarian assistance at the Reference Desk.

ACCOMPLISHMENTS AND PROGRESS

The Reference Department started the year by moving to the Special Collections area while new carpeting was installed. While service was limited, we gained the opportunity to tattleape the Patents microfilm collection and this task was accomplished. In September, responsibility for shelving of library materials in the Patents, Reference; and Index and Abstract Collections was transferred from the Circulation Department. Student Assistant procedures for this operation were written by the Assistant Department Head. During Christmas break, we were able to shelfread and dust the reference, index and abstract, patents and Florida documents collections, as well as shift several of these collections.

This year the Government Documents Unit was able to add U. S. documents to LUIS, the computerized card catalog, through the use of an OCLC service called GOVDOC. After the tapes are loaded by the Florida Center for Library Automation the records of items are checked, modified and brought up into the LUIS catalog. The Florida Documents have been inventoried, and the backlog of duplicate titles caught up. With some assistance from the Cataloging Department, this collection is also being added to LUIS. Also, a 10,000 record database has been created, consisting of item number files. One file contains the selected items, and a separate file contains non selected items. These machine- readable data files will facilitate collection development in all fields of study. This file will be used by the Government Documents Task Force of the Central Florida Library Consortium as the basis for a cooperative union list among the members.

The statistical data attached evidences the growth of the Bibliographic Instruction program, much of which can be attributed to the ever-increasing enrollment. The BI brochure, which was sent to all faculty at the onset of the academic year, ameliorated the instruction program, with the participation of several faculty for the first time. Some of the newly-reached audiences included students in Accounting, Art History, Archaeology, Canadian Studies, Chemistry, Classical Mythology, Foreign Language, and Hospitality/Tourism. Also, continuing projects for targeted audiences included: Transfer Students, Freshman Athletes, Management Policies Students, and English-as-a Second-Language Students. Two of our goals set last year were to expand the students' awareness of government documents and to reach a larger graduate student audience. These goals were accomplished through the active recruitment of John Walters, our Government Documents Librarian and through our brochure to the faculty.

The Title III grant between the Valencia Community College library and the UCF Library continued. This year an audio-tour of the U.C.F. library was written and produced. This will

be used for the transfer students this Fall Semester. Also, EPIC will be installed for a one-year trial period.

By the end of Spring semester, each reference office had a personal computer. Also, faster, more efficient PC's replaced older computers to give quicker response times at the CD-ROM work stations. The installation of multidisc drives has helped keep disc changing down to a minimum. CD-ROM products added this year included MEDLINE and PsychLIT. Quick help information guides have been written and are attached to each of the CD-ROM workstations.

In addition to these CD-ROM materials, the librarians have revised and created several Info-To-Go guides this year. These include:

Art/Architecture	Chemical Abstracts
Children's Literature	Management
Psychology	Social Work

Revised Info-To-Go's include:

CD-ROM's	Civil Engineering
Colleges and Universities	Electric/Electronics Engineering
Financial Aid	How to Find Magazine/Journal Articles
How to Use LUIS	Industrial Engineering
Literary Criticism	Literary Criticism: Novel
Literary Criticism: Plays	Literary Criticism: Poetry
Literary Criticism: Short Story	

PERSONNEL CHANGES

During this past year several changes in personnel have occurred, and another massive move was coordinated to create office areas for these librarians. An Assistant Department Head position was approved for the Reference Department and filled by Jeffrey Franks.

New staff this year included Norris Bazemore (July), Kim Montgomery (March), Vicki Hamaker (May), and Patricia Kenly (June). Also, Ted Pfarrer returned Spring semester as part of his phased retirement program. Adjunct librarians were hired for double coverage at the Reference Desk this year. Linda Swartz-Rivard and James Wilson joined the staff for the Fall semester while Lois Hamilton, Annette Main, and Charlene Maroney continued through Spring semester.

DeLyn Bradford was selected UCF Employee of the Month during Spring Semester.

With the budget crunch in summer semester, the department had to cut back on student assistant help by 50%.

PROBLEMS SOLVED

With the availability of the stack mover and help from the circulation department, the reference department had the chance to reorganize furniture in the back of the documents and reference areas. This reorganization utilizes the space in a more efficient and effective manner.

Many of the day to day hassles concerning bibliographic instruction (materials production and classroom maintenance) were resolved with the designation of a Senior LTA and a Student Assistant to be solely responsible for these activities.

PROBLEMS YET TO BE SOLVED

With additional CD-ROM services, the Patents Depository Library Program, and the growth in the demand for Bibliographic Instruction classes, the reference department cannot provide the desired level of assistance in these areas. Staffing is needed for equipment maintenance (ribbon, ink jet, and paper replacement) during library hours, seven days a week, for the CD-ROMs, the Patents and Documents Reader/Printers, and printers at the LUIS terminals. Also, better assistance and an increase in the existing services is needed but cannot be accomplished without more staffing (Librarians, LTA's etc.)

Revisions of print materials for bibliographic instruction as well as library handouts is a continuing problem. Changes in the LUIS catalog make 6-8 handouts instantaneously inaccurate, and delays in the ERIC microfiche shipments make the Education self-guided tour invalid.

Space is becoming a problem for the bibliographic instruction program. This past year presented the ultimate challenge in scheduling approximately 300 classes in one classroom. Often 5-6 classes were taught in one day, with several back-to-back, resulting in problems with the switching of materials, equipment, and cleaning of boards. These are less than ideal circumstances for getting a lesson off to a good start, or for effective closure.

SIGNIFICANT PROFESSIONAL ACTIVITIES

In addition to the above services, the Reference staff has participated in many conferences, workshops, and seminars to keep up with professional development or to further their service to the university and community. A list of these meetings include:

- American Library Association Conferences, Atlanta, GA, Chicago, IL
- ACRL Workshop, Orlando, FL
- ARL/OMS Basic Management Skills Institute, Philadelphia, PA
- Depository Library Council, Washington, DC
- FCLA SUS Libraries Joint Meeting, Gainesville, FL
- Freshman Year Experience Conference, Kansas City, MO

- League for Innovation in the Community Colleges Conference, Dallas, TX
(TITLE III Articulation Grant)
- Online/CD '90, Washington, D.C.
- U.S. Patent and Trademark Conference, Washington, DC

In addition to a heavy work schedule and the various organizations to which most librarians belong, some have found time to write journal articles. These include:

Federal Documents for Undergraduate Students in Public Administration, Research Strategies, Fall 1990, by John Walters

The Monthly Labor Review: The Early Struggles of a Burgeoning Giant, Government Publications Review, v.18 n.3, May/June 1991, by John Walters

LINE: The Fee-Based Service at the University of Central Florida, Mississippi Libraries, Spring 1991 by Jeffrey Franks and Kim Montgomery

We Mean Business, Research Strategies, v.9 #2, 1991, by Suzi Holler, Phyllis Ruscella and Meg Scharf

GOALS

1. Encourage use of the resources available, including the expertise of the reference librarians.
2. Give quality service to the University and Community with the number of staff available.
3. Teach library users life-long learning skills.

REFERENCE DEPARTMENT YEARLY STATISTICAL COMPARISON

	1988/89	1989/90	1990/91	1991/92
Reference				
Desk Questions	46,107	57,385	59,088	
Annual Report File	1,735	1,943	1,953	
Pamphlet File	4,236	4,284	3,859	
Map File	192	192	240	
Bibliographic Instruction				
Classes Taught	180	238	292	
Students	3,703	4,812	6,044	
Visiting Groups	12	11	11	
Students	249	294	229	
Documents, U.S.				
Volumes	213,111	218,492	225,348	
Microfiche	196,893	194,771	164,438	
Electronic Products	-0-	-0-	66	
Documents, Florida				
Volumes	30,937	33,038	37,594	
ASI Microfiche				
Titles	18,742	21,624	27,247	
Fiche	34,679	39,386	45,954	
CIS Microfiche	162,950	162,950	162,950	
Patents Microfilm	-0-	3,560	3,883	
Maps	423	524	628	

REFERENCE DEPARTMENT STATISTICAL SUMMARY
July 1, 1990 - June 30, 1991

Reference Statistics

Reference Desk Questions		59,088
Annual Report File on Hand		1,953
Annual Report Added	369	
Annual Report Deleted	359	
Pamphlet File on Hand		3,859
Pamphlet File Added	219	
Pamphlet File Deleted	644	
Map File on Hand		240

Bibliographic Instruction

Classes Taught		292
Number of Students		6,044
Visiting Groups		11
Number of Students		229

Documents Statistics

U.S.	Volumes Received	11,497	
	Volumes Deleted	4,641	
	Total Volumes in Collection		225,348
	Microfiche Received	20,576	
	Microfiche Deleted	50,909	
	Total Microfiche in Collection		164,438
	Electronic Products Received	69	
	Deleted	3	
	Total on Hand		66
Florida	Documents Received	4,630	
	Documents Deleted	74	
	Total Volumes in Collection		37,594
ASI Microfiche	Titles Received	5,623	
	Fiche Received	6,568	
	Total Titles in Collection		27,247
	Total Fiche in Collection		45,954
CSI Microfiche			162,950
Patents Microfilm Received	323		
	Total Microfilm in Collection		3,883
Maps Received	104		
	Total Maps in Collection		628

BIBLIOGRAPHIC INSTRUCTION

ANNUAL REPORT

May, 1990 - April, 1991

LESSONS TAUGHT

COURSE/CLASS CODE	COURSE TITLE	SUMMER '90	FALL '90	SPRING '91	TOTAL
ACG 6806	Seminar in Professional Accounting Issues		1		1
AMH 2010	U.S. History: 1492-1877			2	2
AMH 3441	History of the Frontier: Eastern America		1		1
AMH 5446	Colloquium in U.S. Frontier		1		1
AML 4101	American Novel			1	1
ANT 3415	Archaeology of Complex Societies		1		1
ARH 3930	Women in Art			1	1
BSC 2010	General Biology		1		1
CLA 3850	Classical Mythology		1		1
CMMS	International Studies		2		2
CPO 3132	Introduction to Canadian Studies		1		1
ECM 3000	Survey of Computer Engineering		1		1
EDA 6061	Organization/Administration of Schools	1			1
EDA 7205	Planning Research, & Evaluation Systems in Educational Administration			1	1
EDF 6481	Fundamentals of Graduate Research In Education	3	3	2	8
EDF 6608	Social Factors in American Education			1	1
EDG 4321	Teaching Strategies	6	15	7	28
EEL 6971	Thesis M.S./Electrical Engineering		1		1
EMC 4501	Engineering Design			1	1
EME 6807	Information Sources & Services		1		1
ENC 1101	Composition I		23	17	40
ENC 1101H	Composition I Honors		2	1	3
ENC 1102	Composition II	4	12	18	34
ENC 1102H	Composition II Honors		1	5	6
ENC 1916	Business Report Writing		1		1
ENC 3210	Business Report Writing	7	25	23	55
ENC 3241	Technical Report Writing	1	2	3	6
EUH 4500	English History to 1485			1	1
GEW 4531	Age of Goethe & Schiller		1		1
HFT 1000	Introduction to the Hospitality & Tourism Industry		1	2	3
HSC 4243	Analysis of Instruction in Health Professions			1	1
HSC 6911	Scientific Inquiry In the Health Professions			1	1
HUM 3431	Ancient World: Greece		1		1
IEP	Intensive English Program	1			1
INR 4401	International Law I		2		2
INR 4402	International Law II			1	1
MAN 4240	Organizations Theory & Behavior		2	1	3
MAN 4720	Business Policies	2	8	11	21
MAN 6721	Business Policy & Responsibility		2	2	4
MAR 4831	Product Management			1	1
MLS 4625	Advanced Clinical Chemistry I		1		1
MRE 3000	Intro to Medical Records Administration		1		1

MRE 4420	Health Legislation			1	1
NUR 3166	Critical Inquiry/Nursing			1	1
NUR 3709	Transitional Concepts in Nursing	1			1
NUR	U/F Graduate Students	1			1
POS 3424	Congress & Legislative Process		1		1
POS 3703	Scope & Methods of Political Science	1	1	1	3
PSY 3214	Research Methods in Psychology		5	3	8
PSY 6216	Advanced Research Methodology I		1		1
PUP 4003	American Public Policy		1		1
SOW 3930	Urban Social Work		1		1
SOW 4343	Macro-Level Roles & Interventions In Social Work		1	1	2
SPA 5805	Research in Communicative Disorders			1	1
SPC 1600	Fundamentals of Oral Communication			2	2
SPC 3301	Interpersonal Communications		1		1
SPN 2141	Business Spanish II			1	1
SPW 3370	Spanish Short Story	1			1
SYA 3300	Research Methods/Sociology		1		1
	Chemistry Club		1		1
	Freshman Athlete Seminar		3		3
	International Students			2	2
	Transfer Student Lesson	2	10	5	17
TOTAL		31	142	122	295

BIBLIOGRAPHIC INSTRUCTION
ANNUAL REPORT
May, 1990 - April, 1991
GROUP TOUR REQUESTS

<u>DATE</u>	<u>GROUP/LOCATION</u>	<u># of STUDENTS</u>
May, 1990	-----	
June, 1990	-----	
July 10, 1990	Astronaut High School, Titusville	35
July 11, 1990	Orange County middle school students in the UCF "College Readiness Program"	38
July 12, 1990	" " " "	38
August, 1990	-----	
September 13,14,1990	Madison Middle School, Titusville	30
September 15, 1990	Clearlake Middle School, Cocoa	8
September 15, 1990	Titusville High School, Titusville	5
September 28, 1990	Winter Park High School, Winter Park	60
October 6, 1990	Clearlake Middle School, Cocoa	6
October 9, 1990	Lake Sumter Community College, Orlando	10
October 11, 1990	Lake Sumter Community College, Orlando	20
November 5, 1990	Oviedo High School, Oviedo	13
November 16, 1990	Lake Highland Prep School, Orlando	19
December, 1990	-----	
January, 1991	-----	
February 8, 1991	Colonial High School, Orlando	30
March, 1991	-----	
April 19, 1991	Stenstrom Elementary, Oviedo	15
TOTAL	14 Groups	327

FISCAL YEAR - 1990/1991

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	APR.	MAY	JUNE	TOTAL
U.S. DOCUMENTS													
Received													
Print	1,197	693	658	1,036	1,064	810	1,115	1,003	1,145	1,075	850	851	11,497
Microfiche	753	980	542	661	2,035	1,210	3,528	2,072	2,259	2,676	2,057	1,803	20,576
Electronic Prod.	-0-	-0-	-0-	13	3	7	13	9	9	10	5	-0-	69
Total	1,950	1,673	1,200	1,710	3,102	2,027	4,656	3,084	3,413	3,761	2,912	2,654	32,142
Deletions													
Print	170	13	1,061	236	376	112	763	262	129	853	553	113	4,641
Microfiche	47	8	16	5,026	43,723	407	928	113	11	17	481	132	50,909
Electronic Prod.	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	3	-0-	-0-	3
Total	217	21	1,077	5,262	44,099	519	1,691	375	140	873	1,034	245	55,553
PATENT MICROFILM													
Received	35	38	51	49	21	49	21	26	20	9	4	0	323
FLA. DOCUMENTS													
Received													
Print	219	81	275	309	4	111	74	219	1,790	1,307	107	134	4,630
Deletions													
Print	5	-0-	2	34	18	2	3	3	-0-	2	-0-	5	74
ASI Microfiche													
# of Titles	478	-0-	719	379	324	455	586	-0-	1,326	-0-	298	1,058	5,623
# of Microfiche	622	-0-	1,405	425	335	130	826	-0-	1,111	-0-	582	1,132	6,568
MAPS RECEIVED	17	-0-	3	5	16	3	10	10	5	19	16	-0-	104
NET ACQUISITIONS U.S. <u>6,856</u> Florida <u>4,556</u> Microfiche <u>-23,765</u> Microfilm <u>324</u> Maps <u>104</u> Electron prod. <u>66</u>													
TOTAL ACQUISITIONS = <u>11,906</u>													
GROWTH IN U.S. DOCUMENTS COLLECTION - Approx. 136 ft. 3/4 inches.													

SERIALS

Jeannette Ward

MISSION STATEMENT

The Serials Department, as part of the University of Central Florida Libraries, has the responsibility to contribute to the quality of the teaching, research, and service programs of the University. The Serials Department facilitates the access and use of serial information needed by the patrons of the University of Central Florida Libraries by acquiring, organizing and providing access to serials publications in all formats received at the UCF Library in a timely, cost-effective manner.

This is accomplished by three units:

- a. Office unit which is responsible for acquisitions, invoice processing, checkin, claiming, catalog preparation, and serials database maintenance.
- b. Public service unit which is responsible for information desk and machine assistance, and shelving.
- c. Binding unit which is responsible for binding activities and maintaining holdings records on titles.

ACCOMPLISHMENTS AND PROGRESS

Automated Binding

The time consuming tasks of filing pre-printed bindery slips and typing slips needed has been eliminated with the use of the automated binding system (ABLE), provided by our binding service. The ABLE software prints binding slips, staff needs to input only the variable (date,volume) information. The system provides the binder with an electronic file which is used in the set up and cover printing computer. The system also prints list of titles at bindery and maintains a history file of items bound for each title.

Periodical Holdings Information

Specific volume/year information was entered into the Central Florida Library Consortium Union List for over 8,000 titles. Serials Department staff are now maintaining the accuracy of our holdings on this union list.

Changes to the holdings display information have been made in LUIS, the library's online catalog. The new format for holdings display shows the user volume/year; location and format of all holdings of the title, and indicates the latest volumes bound or on microform.

PERSONNEL CHANGES

Cindy Cowan replaced vacant LTA position, August 17, 1990.

Ginny Farmer replaced vacant Senior LTA position, August 21, 1990.

Jeff Wicks hired to fill new LTA position, October 15, 1990.

Jim Mauk, a Senior LTA, was transferred from Instructional Resources, March 11, 1991.

Cliff McCloe replaced vacant senior clerk position, May 17, 1991.

PROBLEMS SOLVED

Problems with the quality of copies from the microform reader/printers have been lessened with the change in the service company. The quality of copies should improve further as new machines replace the older models.

During 1990/91, five new staff members were trained in various job assignments. This training included the integration of a new service (the language lab) in the department.

PROBLEMS YET TO BE SOLVED

The abrupt change from a department that was planning moderate growth to support new programs at main and branch campuses to a department that needs to reduce expenditures. This change in direction has been caused by the financial difficulties of the university, the closing of the Extension Library forcing UCF Library to assume costs for programs at the branch campuses, the continued development of the branch library resources, and the unusually high rate of periodical inflation (18%). Without substantially improved funding, a minimum of 10% of the serials budget must be reduced for 1991/92. This will necessitate canceling \$100,000 (10%) of periodical subscriptions. Additionally for 1992/93 another \$150,000 will need to be canceled. Problems that are being addressed are: alternate access to the titles canceled, minimize the student, faculty disruption, the type and extent of faculty involvement in the selection of canceled titles.

SIGNIFICANT PROFESSIONAL ACTIVITIES

Jeannette Ward:

Member of the Strategic Planning Council and served on a number of sub-committees. Appointed delegate to the Governor's Conference on Library and Information Services, December 3-5, 1990.

Panelist at a full day workshop on Serials presenting a section titled "Serial Budget in Crisis," May 7, 1991.

Presented a paper "Heroes in Technical Services" at the Florida Library Association annual meeting, May 9, 1991.

GOALS

To improve the scope and quality of the written documentation for the various department procedures.

To expand the use of the automated system to provide improved financial information and statistics.

To prepare for access, control and use of electronic journals.

STATISTICAL SUMMARY

	1990/91	1989/90
ITEMS ADDED:		
Bound Vols	5,583	6,859
Microfiche units	27,095	30,025
Microfilm reels	567	1,487

TITLE COUNT:		
Active Titles	4,897	4,823
Ceased Titles	3,082	3,015
Total Titles	7,979	7,838

1990/91 SERIALS BUDGET

	1990/91	1989/90
PERIODICALS	\$ 960,918.00*	\$ 814,946.00
Branch Campuses	11,653.00	4,200.00
MICROFORMS	27,523.00	24,143.00
BACK VOL./REPLACEMENTS	29,316.00	217,698.00**
BINDING	60,596.00	55,000.00
TOTAL	\$1,089,206.00	\$1,115,987.00

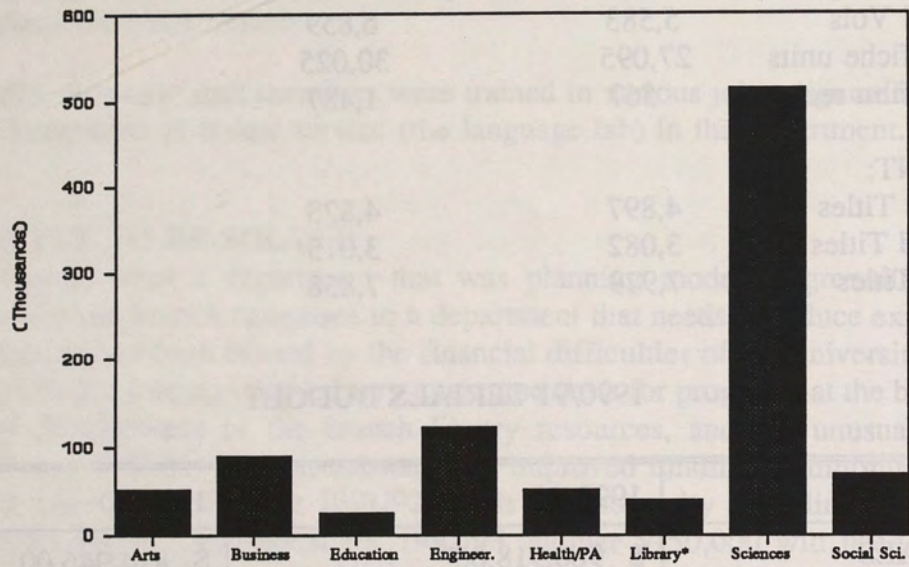
*\$145,972 renewal cost increase (18%): new subscriptions were not started.

**Special funding for new program support.

PERSONNEL CHANGES

Senior Library Technical Assistant James Mark was transferred from Instructional Resources

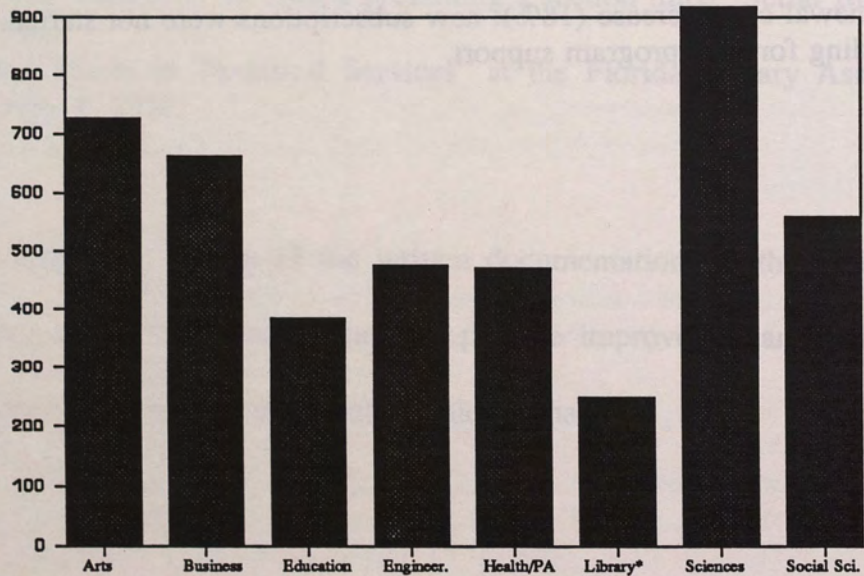
UCF 1991 PERIODICAL COSTS



*newspapers, indexes

Total = \$960,918.00

UCF 1991 PERIODICAL ORDERS



*newspapers, indexes

Total = 4,452

MEDIA SERVICES

Elba Grovdahl

MISSION STATEMENT

To provide the benefits of non-print materials to the university's students, faculty, staff, and other library users.

To enhance the learning of library users by providing information in a variety of multimedia formats.

To ensure access to information for library users in a variety of multimedia formats.

ACCOMPLISHMENTS AND PROGRESS

Promoted the appropriate selection of media to the collection development librarians. Provided them with publisher and dealer advertisements and catalogs, and mediagraphies.

Extended the provision of security services (3M Security System) to the cassette, compact disc, and video collections:

Tattle tapes and overlays were affixed.

Sensitizer and desensitizer equipment was requested, received, and now in use.

Provided point-of-use instructions for the equipment.

Resolved old problems with the old audiotape collection stored in the Cataloging Department:

Tapes were played to determine physical condition.

Bad tapes were deleted; good tapes were cleaned.

Tattle tape and barcode affixed to each one.

Tapes not in LUIS were sent back to the Cataloging Department to be cataloged.

Assisted Department Head with the redesign of the floor plans to incorporate the Foreign Language Lab. and the relocation of other media equipment, the closing of the Music Room, and the move of the cassette and compact disc collections to the Serials Office.

Coordinated the move of staff and resources from Instructional Resources to the Serials Department. Along with the transfer of Mr. James Mauk, Senior Library Technical Assistant, the Foreign Language Lab. was moved to the Serials Desk, Room 306, and the Serials Office.

Prepared a second list of theatrical, classical, and foreign video titles representative of developments in cinematography in the U. S. and abroad. Videos were selected by conferring with Prof. Mike Sullivan, and by reviewing publisher and dealer advertisements and catalogs, and mediagraphies. (Collection was not purchased due to the unavailability of funds).

PERSONNEL CHANGES

Senior Library Technical Assistant James Mauk was transferred from Instructional Resources.

PROBLEMS SOLVED

Retrieved, evaluated, and relocated media materials and equipment from assorted stacks, storage, Cataloging, closets, etc., and began to provide its access in a more centralized and accessible manner.

Tattle tape program was implemented in order to provide better theft protection of the media collections. Tattle tapes and overlays were affixed to the cassette, compact disc, and video collections. The required sensitizer and desensitizer equipment was also installed.

A new program for the selection of laserdiscs was begun, and a labeling and packaging procedure for laserdiscs was written.

PROBLEMS YET TO BE SOLVED

In order for the provision of media services to improve and grow policies and procedures need to be created and written. Paramount among the issues is the lack of a written library policy.

The media collection needs to grow across all the disciplines. Media selection needs to be better integrated with the selection of books by the collection development librarians and faculty representatives. More of the collection development librarians and faculty representatives need to address the need for non-print materials in their discipline.

More and better equipment is needed. Equipment needs to be upgraded to industrial strength. While compact disc and video equipment is new, the rest of the equipment is over ten years old. New equipment needs to be purchased that is designed for heavy public (not home) use.

The lack of sufficient and quality electrical wiring, slow provision of services from the Physical Plant, and lack of space continue to be problematic.

SIGNIFICANT PROFESSIONAL ACTIVITIES

Elba Grovdahl:

UCF Committee on Gender Issues.

UCF Screening Committee for Grants-In-Aid, and Delores A. Auzenne Fellowships.

Human Services Council Board; and Information and Referral Committee.

Seminole County Mental Health Center Board; and Property and Program Committee;
Chair of Annual Awards Luncheon.

Spanish Business and Professional Women's Organization

Master of Ceremonies at Annual Fundraiser

Chair of Nominating Committee

Chair of Public Relations Committee

Chair of By-Laws Committee

Program Chair and Master of Ceremonies at Installation/Membership Rally

Conducted Research and Writing Workshop with Dr. Marvin Dawkins (Univ. of Miami).

Sixth Annual Florida Conference on Graduate Opportunities for Minority Students.
Gainesville.

Prepared Library Exhibit. "College of Education: Instructional Technology, Educational Media and Materials".

Taught EME 6807 Information Sources and Services, UCF College of Education.

Attended two national, one regional, and one state conference:

Association for Educational Communications and Technology

American Library Association

Southeastern Library Association

Florida Library Association

Charter member of the local chapter of the Association for Educational Communications and Technology

GOALS

To improve and increase media holdings (and equipment) across all the disciplines.

To standardize media circulation and collection development procedures.

STATISTICAL SUMMARY

Media by Discipline	Orders	Paid Amount	Average Paid
Art	1	\$ 33.95	\$ 33.95
Business	17	2954.00	173.77
Canadian Studies	5	465.00	93.00
Community Arts	8	1461.00	182.63
Communicative Disorders	4	776.85	194.21
Communications	103	2931.91	28.47
Education	30	2999.06	99.97
Foreign Languages	1	39.95	39.95
Hospitality Management	2	1147.70	573.85
Nursing	1	369.00	369.00
Psychology	14	2393.70	170.98
Theater	5	434.91	86.98
West Indies	1	13.95	13.95
Other	6	219.75	36.63
TOTALS	198	\$16241.23	\$ 82.03

Prepared Library Exhibit "College of Education Instructional Technology, Educational Media and Materials".

Tampa: Educational Technology Center, 1975. College of Education.

Assisted two national, one regional, and one local conference.

Association for Educational Communications and Technology

American Library Association

Florida Library Association

Florida Library Association

Charter member of the local chapter of the Association for Educational Communications and Technology

Technology

Library organized and provided a new, signed new building a new, signed new building a new, signed new building

GOALS

To improve and increase media holdings (and equipment) across all the disciplines

To standardize media circulation and collection development procedures

To coordinate the various media holdings and equipment across all the disciplines

To provide a focal point for the various media holdings and equipment across all the disciplines

STATISTICAL SUMMARY

Discipline	Number of Holdings	Value of Holdings	Number of Holdings	Value of Holdings
All Disciplines	17	2954.00	2	2.38
Business	17	2954.00	173.77	173.77
Communication Studies	3	667.01	667.01	667.01
Community Action	1	1461.00	1461.00	1461.00
Comparative Literature	1	756.83	756.83	756.83
Communications	103	2049.91	2049.91	2049.91
Education	30	2000.00	2000.00	2000.00
Foreign Languages	1	10.00	10.00	10.00
Health Management	2	114.70	114.70	114.70
History	1	309.10	309.10	309.10
Psychology	14	170.24	170.24	170.24
Theater	1	16.88	16.88	16.88
World Affairs	1	15.00	15.00	15.00
Other	5	36.81	36.81	36.81
TOTALS	198	11634.25	11634.25	11634.25

APPENDIX 1

LIBRARY ADVISORY COMMITTEE

FINANCIAL PROFILE

The Library Advisory Committee represents, protects, and interprets the interests of faculty, academic professionals, and students in the Library's mission. That mission is: to provide Library materials and services needed by faculty and students in their teaching and research endeavors.

	<u>88-89</u>	<u>89-90</u>	<u>90-91</u>
MEMBERSHIP			
The Library Advisory Committee consists of 11 members as follows:			
SALARIES	1,996,413	2,520,102	2,812,271
OPS	230,996	232,871	235,745
EXPENSE	279,001	320,362	334,731
OCO	81,992	64,303	62,960
BOOK OCO	1,457,372	2,973,730*	2,647,107**
LIBRARY TOTAL	4,120,774	6,111,368	6,092,814
% OF UNIVERSITY BUDGET	5.50%	7.10%	6.5%

*89/90 BOOK OCO INCLUDES \$1,420,151 SUS "SPECIAL" FOR LIBRARY BOOK PURCHASE

**90/91 BOOK OCO INCLUDES \$1,632,691 BOOK OCO AND \$1,014,416 SUS "SPECIAL" OCO. THIS DOES NOT REFLECT AN INTERNAL REDUCTION OF \$750,000 (\$950,000 FROM BOOK OCO, FOLLOWED BY \$200,000 ADDITION FROM LOTTERY) AND A UNIVERSITY REDUCTION OF \$4,724.

APPENDIX 1

FINANCIAL PROFILE

	88-89	89-90	90-91
BUDGET	2,508	2,108	6,238
# OF UNIVERSITY			
LIBRARY TOTAL	4,126,734	6,111,368	6,062,814
BOOK OCO	1,157,771	1,973,790*	1,647,107**
OCO	81,992	64,303	65,969
EXPENSE	279,601	350,365	234,731
OPS	230,996	325,871	232,748
SALARIES	1,968,413	2,520,102	1,812,271

LOTTERY) AND A UNIVERSITY REDUCTION OF \$4,724
 \$750,000 (\$950,000 FROM BOOK OCO) FOLLOWED BY \$200,000 ADDITION FROM
 "SPECIAL" OCO. THIS DOES NOT REFLECT AN INTERNAL REDUCTION OF
 **\$991 BOOK OCO INCLUDES \$1,837,891 BOOK OCO AND \$1,014,416
 BOOK PURCHASE

*\$950 BOOK OCO INCLUDES \$1,430,151 SUB "SPECIAL" FOR LIBRARY

APPENDIX 2

LIBRARY ADVISORY COMMITTEE

The Library Advisory Committee represents, protects, and interprets the interests of faculty, academic professionals, and students in the Library's mission. That mission is: *to provide Library materials and services needed by faculty and students in their teaching and research endeavors.*

MEMBERSHIP

The Library Advisory Committee consists of 13 members as follows:

- Dean
- Chair of the Chairs' Council
- Seven faculty members
- One graduate student
- One undergraduate student
- Librarian (ex-officio)
- Director of University Libraries (ex-officio)

The Chair of the Committee is elected at the first meeting at the beginning of each new academic year. The Dean is appointed by the Provost. Faculty members (who may or may not be Senators) are appointed by the Chair of the Faculty Senate. Each college is represented by one faculty member with the exception of the College of Arts and Sciences. A&S is represented by three faculty members.

The graduate student appointment rotates annually and alphabetically by college. The appointment is made by the Dean of that college. The undergraduate student (also an annual appointment) is appointed by the Vice President for Student Affairs.

The Library's representative to the Faculty Senate serves as an ex-officio member of the Committee.

Staggered membership terms for the Deans' representative and for faculty members are three years. Students serve one year terms. The Library's Senator's ex officio term is concurrent with his/her Senate membership.

DUTIES AND RESPONSIBILITIES

The Committee meets three times a year (one brief early session to elect a chair for the year, and two regular meetings, one each semester). Special ad-hoc meetings may be called for emergencies if requested by members, the Senate, or the Library Director.

The Committee serves as a two way channel of communication between the Library and its academic clientele. Members (individually, collectively, and as a Senate body) act as advocates of the Library in university wide decision making groups.

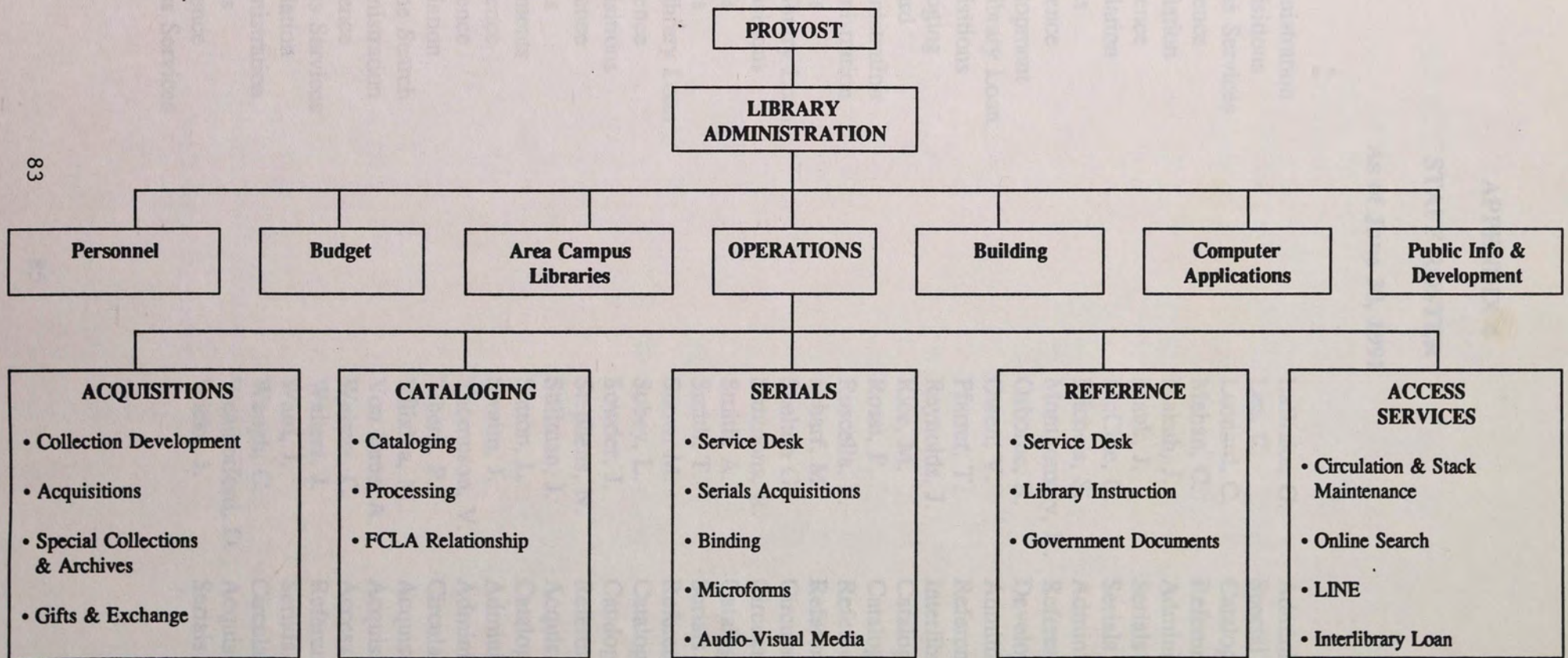
The Committee acts as an Advisory Council to the Library Administration.

**LIBRARY ADVISORY COMMITTEE
1990-91 MEMBERSHIP**

<u>NAME</u>	<u>RM.#</u>	<u>TEL.#</u>	<u>TERM</u>
ADMINISTRATION			
Dr. Louis M. Trefonas Chair	AD 143	2197	Ex-Officio
Dr. Terry Frederick Dept. Chairs' Representative	CCII 207	2341	Annual Appointment
FACULTY SENATE			
Mr. Joseph Dixon Engineering	CBI 207C	2232	August 1991
Dr. Patricia Fandt Business Administration	CBII 330	5569	August, 1992
Dr. Robert G. Flick Arts & Sciences	HFA 464	2904	August, 1992
Dr. John Gupton Arts & Sciences	CH 330	2246	August, 1993
Dr. Jeanice Midgett Education	ED 309	2401	August, 1993
Dr. James Schott Arts & Sciences	CCII 257	2797	August, 1991
Dr. Frances Smith Health and Public Affairs	HP 427	2744	August, 1993
LIBRARY			
Mr. Jeff Franks	LIB 222	5880	Ex-Officio
Mrs. Anne Marie Allison	LIB 512	2564	Ex-Officio
STUDENTS			
Sundar Sinnappan, Undergraduate Student			Annual Appointment
James Slattery, Graduate Student Arts & Sciences			Annual Appointment

APPENDIX 3

ORGANIZATIONAL CHART



APPENDIX 4

STAFF ROSTER

As of June 30, 1991

Allison, A.	Administration	LaBrake, O.	Administration
Andrews, J.	Acquisitions	Lee, C.	Special Collections
Bain, J.	Access Services	Leonard, C.	Cataloging
Ballard, R.	Reference	Mahan, C.	Reference
Basco, B.	Circulation	Makuh, J.	Administration
Bazemore, N.	Reference	Mauk, J.	Serials
Beasley, P.	Circulation	McCloe, C.	Serials
Bloomquist, P.	Serials	Michels, S.	Administration
Bradford, D.	Reference	Montgomery, K.	Reference
Brown, R.	Development	Osborne, R.	Development
Campbell, D.	Interlibrary Loan	Owen, V.	Administration
Candela, T.	Acquisitions	Pfarrer, T.	Reference
Cannon, V.	Cataloging	Reynolds, J.	Interlibrary Loan
Catania, M.	Brevard	Rice, M.	Cataloging
Clark, C.	Administration	Rossi, P.	Cataloging
Clark, D.	Administration	Ruscella, P.	Reference
Cowen-Baer, C.	Serials	Scharf, M.	Reference
Daniels, M.	Interlibrary Loan	Shelton G.	Circulation
Davis, M.	Acquisitions	Simmons, R.	Circulation
Day, N.	Serials	Smith, A.	Cataloging
Farmer, V.	Serials	Smith, T.	Serials
Fidler, W.	Interlibrary Loan	Snow, M.	Reference
Franks, J.	Reference	Sobey, L.	Cataloging
Glazier, F.	Acquisitions	Sowder, J.	Cataloging
Gossett, R.	Reference	Stephens, N.	Reference
Grovdahl, E.	Serials	Stillman, J.	Acquisitions
Hall, P.	Documents	Sutton, L.	Cataloging
Hamaker, V.	Reference	Swaim, J.	Administration
Hinshaw, C.	Reference	Thompson, V.	Administration
Hoffman, P.	Circulation	Tiberii, P.	Circulation
Holler, S.	On-line Search	Villalba, M.	Acquisitions
Hood, S.	Administration	Von Jares, A.	Acquisitions
Hudson, P.	Reference	Walters, C.	Access Services
Hunt, I.	Access Services	Walters, J.	Reference
Jones, S.	Circulation	Ward, J.	Serials
Kaisler, C.	Administration	Waugh, C.	Circulation
Kent, P.	Serials	Weatherford, D.	Acquisitions
Kenly, P.	Reference	Wicks, J.	Serials
Kibbee, R.	Access Services		

APPENDIX 4

STAFF ROSTER

As of June 30, 1991

Administration	Labadie, O.	Administration	Allison, A.
Special Collections	Lee, C.	Acquisitions	Andrews, J.
Cataloging	Levan, C.	Access Services	Bain, J.
Reference	Malina, C.	Reference	Ballard, R.
Administration	Mason, J.	Circulation	Basco, B.
Serials	Mason, J.	Reference	Baverman, M.
Serials	McGee, C.	Circulation	Bersley, R.
Administration	McKee, S.	Serials	Bloomfield, P.
Reference	Monaghan, K.	Reference	Bradford, D.
Development	O'Brien, R.	Development	Brown, R.
Administration	Owen, V.	Interlibrary Loan	Carroll, D.
Reference	Palmer, T.	Acquisitions	Carroll, T.
Interlibrary Loan	Reynolds, J.	Cataloging	Cannon, V.
Cataloging	Rice, M.	Review	Cannon, M.
Cataloging	Ross, P.	Administration	Clark, C.
Reference	Russell, R.	Administration	Clark, D.
Reference	Sears, M.	Serials	Gowen-Barr, C.
Circulation	Shelton, G.	Interlibrary Loan	Griffin, M.
Circulation	Shannon, R.	Acquisitions	Davis, M.
Cataloging	Smith, A.	Serials	Day, N.
Serials	Smith, T.	Serials	Farrar, V.
Reference	Snare, M.	Interlibrary Loan	Fisher, W.
Cataloging	Sober, L.	Reference	Frank, A.
Cataloging	Snyder, J.	Acquisitions	Gardner, E.
Reference	Stephens, N.	Reference	Gordon, J.
Acquisitions	Stillman, A.	Serials	Grubbs, E.
Cataloging	Stout, L.	Documents	Hall, B.
Administration	Swain, J.	Reference	Hammack, V.
Administration	Thompson, V.	Reference	Hartman, C.
Circulation	Thorn, B.	Circulation	Hoffman, B.
Acquisitions	Villalobos, M.	On-line Search	Holler, S.
Acquisitions	Van der, A.	Administration	Hood, S.
Access Services	Walton, C.	Reference	Hudson, B.
Reference	Walters, A.	Access Services	Hunt, I.
Serials	Ward, J.	Circulation	Jones, S.
Circulation	Ward, C.	Administration	Kaiser, C.
Acquisitions	Westhead, D.	Serials	Kent, P.
Serials	Wicks, J.	Reference	Kelly, P.
		Access Services	Kinney, R.

APPENDIX 5

STATISTICAL SUMMARY 1990-91

	ON HAND 06/30/90 =====	ADDED 1990/91 =====	DELETED 1990/91 =====	ON HAND 06/30/91 =====
Bound volumes	568,163 ¹	36,265	1,790	602,638
Microfilm	47,870	569	0	48,439
Microfiche	802,467	27,627	0	830,094
Gov't documents				
Hard copy	218,492	16,127	4,715	229,904
Microform	239,227 ¹	27,467	50,909	215,785
Compact disc	0	69	3	66
Media Titles				
Cassettes/Audio tapes	2,061	51	0	2,112
Compact discs	843	5	0	848
Filmstrips	595	0	0	595
Games	6	0	0	6
Media kits	43	0	0	43
Phonorecords	2,475	20	0	2,495
Pictures	10	0	0	10
Slides	218	5	0	223
Transparencies	4	0	0	4
Video recordings	768	259	0	1,027
TOTAL MEDIA TITLES	7,023	340	0	7,363
SERIALS TITLES				
Periodicals	4,649	74	9	4,723 ²
Newspapers	56	0	0	56 ³
Gov't documents	526	0	0	526 ⁴
Standing orders				
Hard copy	960 ¹	0	0	960
TOTAL ACTIVE	6,191	74		6,265
TOTAL INACTIVE				3,082

¹Corrected figure.

²242 of the 4,723 titles are received in both paper and microform.

³14 of the 56 titles are received in both paper and microform.

⁴Includes 132 titles received by the Serials Department.

	1988/89	1989/90	1990/91
CIRCULATION			
Regular	138,473	139,363	172,975
Reserves	42,339	42,588	65,361
Group Study Keys	23,830	25,117	25,844
REFERENCE QUESTIONS			
Desk questions	46,107	57,385	59,088
Telephone questions	2,037	7,339	8,313
LIBRARY INSTRUCTION			
Number of classes	180	238	292
Number of students	3,703	4,812	6,044
ONLINE SEARCHES			
Searches	867	851	803
Databases	1,646	2,136	2,083
INTERLIBRARY LOAN			
Borrowed	4,132	5,340	7,560
Loaned	7,017	7,723	9,306
INTERCAMPUS LOAN	734	1,059	1,186



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Orlando, Florida 32816

Chris Kaiser, Editor

	1988/89	1989/90	1990/91
EXPENDITURE			
Salaries	138,473	139,363	171,472
Grants	42,339	42,588	12,000
Other Expenditure	23,830	25,117	25,000

EXPENDITURE BY CATEGORY			
Capital Expenditure	46,107	57,385	100,000
Revenue Expenditure	2,037	7,339	5,000

EXPENDITURE BY DEPARTMENT			
Department of Health	180	238	100,000
Department of Education	3,703	4,812	5,000

EXPENDITURE BY PROJECT			
Project A	567	851	100,000
Project B	1,646	2,136	5,000

EXPENDITURE BY YEAR			
Year 1	4,152	5,340	100,000
Year 2	3,017	7,723	5,000

EXPENDITURE BY MONTH			
Month 1	734	1,059	100,000



Department of Health and Social Services
 100,000,000
 100,000,000
 100,000,000

